

**CABLE TELEVISION  
RENEWAL LICENSE**

**GRANTED TO  
COMCAST OF MASSACHUSETTS I, INC.**

**THE BOARD OF SELECTMEN  
TOWN OF BOXFORD,  
MASSACHUSETTS**

**JUNE 27, 2005**

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## **A G R E E M E N T**

This Cable Television Renewal License entered into this 27th day of June, 2005, by and between the Board of Selectmen of the Town of Boxford, Massachusetts, as Issuing Authority for the renewal of the cable television license(s) pursuant to M.G.L. c. 166A, and Comcast of Massachusetts I, Inc. ("Comcast").

## **WITNESSETH**

WHEREAS, the Issuing Authority of the Town of Boxford, Massachusetts, pursuant to M.G.L. c. 166A is authorized to grant one or more nonexclusive, revocable cable television licenses to construct, operate and maintain a Cable Television System within the Town of Boxford;

WHEREAS, the Issuing Authority conducted public ascertainment hearings on February 10, 2004;

WHEREAS, the Issuing Authority sent a Request for a Renewal Proposal ("RFP") to Comcast dated August 2, 2004;

WHEREAS, Comcast responded to the RFP by submitting a renewal proposal to the Issuing Authority, dated September 13, 2004, and received at the Boxford Town Hall on September 14, 2004; and

WHEREAS, the Issuing Authority and Comcast did engage in good faith negotiations to further clarify said renewal proposal and did agree on proposals to operate and maintain a Cable Television System in the Town of Boxford.

NOW THEREFORE, in consideration of the mutual covenants herein contained and intending to be legally bound, the parties agree as follows:

## ARTICLE 1

### DEFINITIONS

#### Section 1.1 - DEFINITIONS

For the purpose of this Renewal License, the following words, terms, phrases and their derivations shall have the meanings given herein, unless the context clearly requires a different meaning. When not inconsistent with the context, the masculine pronoun includes the feminine pronoun, words used in the present tense include the future tense, words in the plural number include the singular number and words in the singular number include the plural number. The word shall is always mandatory and not merely directory.

- (1) Access: The right or ability of any Boxford resident and/or any persons affiliated with a Boxford institution to use designated facilities, equipment and/or channels of the Cable Television System, subject to the conditions and procedures established for such use.
- (2) Access Channel: A video channel owned by the Licensee which the Licensee shall make available to the Town of Boxford, without charge, for the purpose of transmitting programming by members of the public, Town departments and agencies, public schools, educational, institutional and similar organizations.
- (3) Access Corporation or Non-Profit Access Corporation: The entity, designated by the Issuing Authority of the Town of Boxford, for the purpose of operating and managing the use of public, educational and governmental access facilities and channels on the Cable Television System.
- (4) Affiliate or Affiliated Person: When used in relation to any Person, means another Person who owns or controls, is owned or controlled by, or is under common ownership or control with, such Person.
- (5) Basic Service: Any service tier which includes the retransmission of local television broadcast signals.
- (6) CMR: The acronym for Code of Massachusetts Regulations.
- (7) Cable Act: Public Law No. 98-549, 98 Stat. 2779 (1984)(the Cable Communications Policy Act of 1984), as amended by Public Law No. 102-385, 106 Stat. 1460 (1992)(the Cable Television Consumer Protection and Competition Act of 1992), as further amended by Public Law No. 104-458, 110 Stat. 110 (1996)(the Telecommunications Act of 1996), as may be amended.
- (8) Cable Division: The Cable Television Division of the Massachusetts Department of Telecommunications and Energy.
- (9) Cable Service: The one-way transmission to Subscribers of Video Programming or other Programming services, together with Subscriber interaction, if any, which is required for the selection of such Video Programming or other programming services, which the Licensee may make available to all Subscribers generally.

(10) Cable Television System or Cable System: A facility, consisting of a set of closed transmission paths and associated signal generation, reception, and control equipment that is designed to provide Cable Service which includes Video Programming and which is provided to multiple Subscribers within the Town.

(11) Commercial Subscriber: A commercial, non-residential Subscriber to Cable Television Service.

(12) Complaint: Any written or verbal contact with the Licensee in connection with subscription in which a Person expresses dissatisfaction with an act, omission, product or service that is (1) within the Licensee's control, and (2) requires a corrective measure on the part of the Licensee.

(13) Converter: Any device changing the frequency of a Signal. A Subscriber converter may expand reception capacity and/or unscramble coded Signals distributed over the Cable System.

(14) Department of Public Works ("DPW"): The Department of Public Works of the Town of Boxford, Massachusetts.

(15) DVD: The acronym for a Digital Video Disc player.

(16) Downstream Channel: A channel over which Signals travel from the Cable System Headend to an authorized recipient of Programming.

(17) Drop or Cable Drop: The coaxial cable that connects an Outlet to the Cable System.

(18) Educational Access Channel: A specific channel(s) on the Cable System made available by the Licensee to educational institutions and/or educators wishing to present non-commercial educational programming and/or information to the public.

(19) Effective Date of the Renewal License (the "Effective Date"): July 1, 2005.

(20) Execution Date of the Renewal License (the "Execution Date"): June 27, 2005.

(21) FCC: The Federal Communications Commission, or any successor agency.

(22) Government Access Channel: A specific channel(s) on the Cable System owned by the Licensee made available by the Licensee to the Issuing Authority and/or its designees wishing to present non-commercial programming and/or information to the public.

(23) Gross Annual Revenues: All revenues derived by the Licensee and/or its Affiliates from the carriage of Signals over the Cable Television System for the provision of Cable Service(s) including, without limitation: the distribution of any Service over the Cable System; Basic Service monthly fees; all other Service fees; all digital Cable Service revenues; any and all Cable Service fees and/or charges received from Subscribers; installation, reconnection, downgrade, upgrade and any similar fees; interest collected on Subscriber fees and/or charges; fees paid on all Subscriber fees; all Commercial Cable Service Subscriber revenues; fees paid for channels designated for commercial use; Converter, remote control and other equipment rentals, and/or



leases or and/or sales; and any other Cable Service revenues as allowed by applicable law. Gross Annual Revenues shall also include the Gross Revenue of any other Person which is derived directly or indirectly from or in connection with the operation of the Cable System to the extent that said revenue is derived, through a means which has the effect of avoiding payment of License Fees to the Town that would otherwise be paid herein. It is the intention of the parties hereto that Gross Annual Revenues shall only include such consideration of Affiliates and/or Persons relating to Signal carriage over the Cable System and not the gross revenues of any such Affiliates and/or Persons itself, where unrelated to such Signal carriage. Gross Annual Revenues shall not include actual bad debt that is written off, consistent with Generally Accepted Accounting principles; provided, however, that all or any part of any such actual bad debt that is written off, but subsequently collected, shall be included in Gross Annual Revenues in the period so collected.

(24) Headend: The electronic control center of the Cable System containing equipment that receives, amplifies, filters and converts incoming Signals for distribution over the Cable System.

(25) Hub or Hub Site: A sub-Headend, generally located within a cable television community, used either for the purpose of (i) signal processing or switching, or (ii) placement of a fiber node, microwave link or transportation super trunk.

(26) Institutional Network ("I-Net"): The separate cable, consisting of Upstream and Downstream channels, said channels for the use of the Issuing Authority, its designees and/or Town departments.

(27) Issuing Authority: The Board of Selectmen of the Town of Boxford, Massachusetts.

(28) Leased Channel or Leased Access: A video channel which the Licensee shall make available pursuant to Section 612 of the Cable Act.

(29) License Fee or Franchise Fee: The payments to be made by the Licensee to the Town of Boxford, which shall have the meaning as set forth in Section 622(g) of the Cable Act and M.G.L. Chapter 166A.

(30) Licensee: Comcast of Massachusetts I, Inc., or any successor or transferee in accordance with the terms and conditions in this Renewal License.

(31) Origination Capability or Origination Point: An activated connection to an Upstream I-Net Channel, allowing a User(s) to transmit a Signal(s) upstream to a designated location.

(32) Outlet: An interior or exterior receptacle, generally mounted in a wall that connects a Subscriber's or User's television set to the Cable System. An Outlet can contain connections to either the Subscriber Network and/or the I-Net for Users.

(33) Pay Cable or Premium Services: Programming delivered for a fee or charge to Subscribers on a per-channel or group- of -channels basis, in addition to the fee or charge for the Basic Service.

(34) Pay-Per-View: Programming delivered for a fee or charge to Subscribers on a per-program basis, in addition to the charge or fee to Subscribers for the Basic Service.

(35) PEG: The acronym for "public, educational and governmental," used in conjunction with Access Channels, support and facilities.

(36) PEG Access Channels: Any channel(s) made available for the presentation of PEG Access Programming.

(37) PEG Access Transition Date: January 1, 2006.

(38) Person: Any corporation, partnership, limited partnership, association, trust, organization, other business entity, individual or group of individuals acting in concert.

(39) Prime Rate: The prime rate of interest at the Federal Reserve Bank of Boston.

(40) Renewal License: The non-exclusive Cable Television License granted to the Licensee by this instrument.

(41) Public Access Channel: A specific channel(s) on the Cable System owned by the Licensee made available by the Licensee to the Access Corporation for the use of Boxford individuals and/or organizations wishing to present non-commercial programming and/or information to the public.

(42) Public Way or Street: The surface of, as well as the spaces above and below, any and all public streets, avenues, highways, boulevards, concourses, driveways, bridges, tunnels, parks, parkways, waterways, bulkheads, piers, dedicated public utility easements, and public grounds or waters and all other publicly owned real property within or belonging to the Town, now or hereafter existing. Reference herein to "Public Way" or "Street" shall not be construed to be a representation or guarantee by the Town that its property rights are sufficient to permit its use for any purpose, or that the Licensee shall gain or be permitted to exercise any rights to use property in the Town greater than those already possessed by the Town.

(43) Scrambling/encoding: The electronic distortion of a Signal(s) in order to render it unintelligible or unreceivable without the use of a Converter or other authorized and otherwise lawful decoding device.

(44) Service: Any Basic Service, any Pay Cable Service, or any other Cable Service, whether or not originated by the Licensee, which is offered to any Subscriber in conjunction with, or which is distributed over, the Cable Television System.

(45) Signal: Any transmission of electromagnetic or optical energy which carries Programming from one location to another.

(46) State: The Commonwealth of Massachusetts.

(47) Subscriber: Any Person, firm, corporation or other entity, located within the Town, who or which elects to subscribe to, for any purpose, a Service provided by the Licensee by means of, or in connection with, the Boxford Cable Television System.

(48) Subscriber Network: The Cable System of at least 750 MHz owned, operated and maintained by the Licensee, over which Signals can be transmitted to Subscribers.

(49) Town: The Town of Boxford, Massachusetts.

(50) Town Counsel: The Town Counsel of the Town of Boxford, Massachusetts.

(51) Trunk and Distribution System: That portion of the Cable System for the delivery of Signals, but not including Drop cables to Subscriber's residences.

(52) Upstream Channel: A channel over which Signals travel from an authorized location to the Cable System Headend.

(53) User: A Person utilizing the Cable Television System, including all related facilities for purposes of production and/or transmission of electronic or other Signals as opposed to utilization solely as a Subscriber.

(54) VCR: The acronym for video cassette recorder.

(55) Video Programming or Programming: Programming provided by, or generally considered comparable to programming provided by, a television broadcast station.

## **ARTICLE 2**

### **GRANT OF RENEWAL LICENSE**

#### **Section 2.1 - GRANT OF RENEWAL LICENSE**

(a) Pursuant to the authority of Chapter 166A of the General Laws of the Commonwealth of Massachusetts, and subject to the terms and conditions set forth herein, the Board of Selectmen of the Town of Boxford, Massachusetts, as the Issuing Authority of the Town, hereby grants a non-exclusive, revocable Cable Television Renewal License to the Licensee authorizing the Licensee to lawfully construct, install, operate and maintain a Cable Television System within the corporate limits of the Town of Boxford.

(b) This Renewal License is subject to the terms and conditions contained in Chapter 166A of the laws of Massachusetts, as amended; the regulations of the FCC; the Cable Act; and all Town, State and federal statutes and by-laws of general application, as all may be amended from time to time..

(c) Subject to the terms and conditions herein, the Issuing Authority hereby grants to the Licensee the right to construct, install, operate and maintain a Cable Television System in, under, over, along, across or upon the Public Ways and Streets, lanes, avenues, alleys, sidewalks, bridges, highways and other public places under the jurisdiction of the Town of Boxford within the municipal boundaries and subsequent additions thereto, including property over, under or on which the Town has an easement or right-of-way, for the purpose of reception, transmission, collection, amplification, origination, distribution, and/or redistribution of Signals in accordance with the laws of the United States of America, the State of Massachusetts and the Town of Boxford. In exercising rights pursuant to this Renewal License, the Licensee shall not endanger or interfere with the lives of Persons, interfere with any installations of the Town, any public utility serving the Town or any other Persons permitted to use Public Ways and places.

(d) Grant of this Renewal License does not establish priority for use over other present or future permit holders or the Town's own use of Public Ways and places. Disputes between the Licensee and other parties regarding use of Public Ways and places shall be resolved in accordance with any applicable lawful regulations of the Department of Public Works ("DPW") and any lawful special laws or Town ordinances enacted hereafter.

#### **Section 2.2 - TERM OF RENEWAL LICENSE**

The term of this Renewal License shall commence on July 1, 2005 and shall expire on June 30, 2015, unless sooner terminated as provided herein or surrendered.

#### **Section 2.3 - NON-EXCLUSIVITY OF RENEWAL LICENSE**

This Renewal License shall not affect the right of the Issuing Authority to grant to any other Person a license or right to occupy or use the Public Ways or streets, or portions thereof, for the construction, upgrade, installation, operation or maintenance of a Cable Television System within

the Town of Boxford; or the right of the Issuing Authority to permit the use of the Public Ways and places of the Town for any purpose(s) whatsoever. The Licensee hereby acknowledges the Issuing Authority's right to make such grants and permit such uses.

(b) The grant of any additional cable television license(s) or amendments thereto shall not be on terms more favorable or less burdensome than those contained in this Renewal License or amendments hereto.

(i) In the event that the Licensee believes that any additional cable television license(s) have been granted, or amendments thereto, on terms and conditions more favorable or less burdensome than those contained in this Renewal License or amendments hereto, the Licensee may request, in writing, that the Issuing Authority convene a public hearing on that issue. Along with said written request, the Licensee shall provide the Issuing Authority with written reasons for its belief. At the public hearing, the Issuing Authority shall afford the Licensee an opportunity to demonstrate that any such additional cable television licenses are on terms more favorable or less burdensome than those contained in this Renewal License. The Licensee shall provide the Issuing Authority with such financial or other relevant information in writing as is requested.

(ii) Should the Licensee demonstrate that any such additional cable television license(s) have been granted, or amendments thereto, on terms and conditions more favorable or less burdensome than those contained in this Renewal License or amendments hereto, the Issuing Authority shall consider and negotiate, in good faith, equitable amendments to this Renewal License.

(c) The issuance of additional license(s) shall be subject to applicable federal law(s), M.G.L. Chapter 166A and applicable regulations promulgated thereunder.

#### **Section 2.4 - POLICE AND REGULATORY POWERS**

By executing this Renewal License, the Licensee acknowledges that its rights are subject to the powers of the Town to adopt and enforce general ordinances necessary to the safety and welfare of the public. The Licensee shall comply with all applicable DPW regulations and any lawful ordinances enacted by the Town. Any conflict between the terms of this Renewal License and any present or future lawful exercise of the Town's police and regulatory powers shall be resolved in a court of appropriate jurisdiction.

#### **Section 2.5 - REMOVAL OR ABANDONMENT**

Upon termination of this Renewal License by passage of time or otherwise, and unless (1) the Licensee renews its license for another term or (2) the Licensee transfers the Cable Television System to a transferee approved by the Issuing Authority, the Licensee shall remove all of its supporting structures, poles, transmission and distribution systems, and all other appurtenances from the Public Ways and places and shall restore all areas to their original condition. If such removal is not complete within six (6) months after such termination, the Issuing Authority may deem any property not removed as having been abandoned and may dispose of any such property in any way or manner it deems appropriate.

## **Section 2.6 - TRANSFER OF THE RENEWAL LICENSE**

(a) Subject to applicable law, neither the Renewal License, nor control thereof, shall be transferred, assigned or disposed of in any manner, voluntarily or involuntarily, directly or indirectly, or by transfer of control of any Person, company and/or other entity holding such Renewal License to any other Person, company and/or other entity, without the prior written consent of the Issuing Authority, which consent shall not be arbitrarily or unreasonably withheld. Such consent shall be given only after a public hearing upon a written application therefor on forms as may be prescribed by the Cable Division and/or the FCC. An application for consent to a transfer or assignment, if required, shall be signed by the Licensee and by the proposed transferee or assignee or by their representatives, evidence of whose authority shall be submitted with the application.

(b) Pursuant to 207 CMR 4.04, as may be amended and applicable federal law, in considering a request to transfer control of the Renewal License, the Issuing Authority may consider such factors as the transferee's financial capability, management experience, technical expertise, legal ability to operate the Cable System under the existing license and any other criteria allowable under law and/or regulation.

(c) The consent or approval of the Issuing Authority to any assignment or transfer of the Renewal License granted to the Licensee shall not constitute a waiver or release of the rights of the Town in and to the streets and Public Ways or any other rights of the Town under the Renewal License, and any such transfer shall, by its terms, be expressly subordinate to the terms and conditions of the Renewal License.

(d) The Licensee shall promptly notify the Issuing Authority of any action requiring the consent of the Issuing Authority pursuant to this Section 2.6.

(e) Unless otherwise allowed by applicable law(s), the Issuing Authority shall make a decision on said written application within one hundred and twenty (120) days of receipt of said application. After 120 days, the application shall be deemed approved, unless said 120-day period is extended by mutual consent of the parties.

(f) The Licensee shall submit to the Issuing Authority an original and one (1) copy, unless otherwise required, of the application and FCC Form 394 requesting such transfer or assignment consent.

(g) Any proposed controlling or owning Person or transferee approved by the Issuing Authority shall be subject to all of the terms and conditions contained in the Renewal License.

## **Section 2.7 - EFFECT OF UNAUTHORIZED TRANSFER ACTION**

(a) Any transfer of the Cable System without complying with Section 2.6 above shall be null and void, and shall

(i) be deemed a material breach of this Renewal License; and

(ii) among other remedies available to the Town, be subject to a liquidated damages assessment pursuant to Section 11.2(a)(3) infra.

(b) If the Issuing Authority denies its consent to any such action and a transfer has nevertheless been effected, the Issuing Authority may revoke and terminate the Renewal License, unless such transfer is otherwise allowable by applicable law.

(c) The grant or waiver of any one or more of such consents shall not render unnecessary any subsequent consent or consents, nor shall the grant of any such consent constitute a waiver of any other rights of the Town.

## **ARTICLE 3**

### **CABLE SYSTEM DESIGN**

#### **Section 3.1 – SUBSCRIBER NETWORK**

(a) The Licensee shall continue to operate, maintain and make available to all residents of the Town a Subscriber Network of at least 750 MHz, addressable Subscriber Network, currently fed by means of a hybrid fiber-optic/coaxial cable network. Said Cable System shall be fully capable of carrying at least seventy-eight (78) video channels in the downstream direction.

(b) The Licensee shall transmit all of its Signals to Boxford Subscribers in stereo, provided that such signals are available and furnished to the Licensee in stereo.

#### **Section 3.2 - INSTITUTIONAL NETWORK**

(a) The Licensee shall continue to operate and maintain the existing Institutional Network ("I-Net") for audio, video and/or data purposes for the entire term of this Renewal License, without cost(s) to the Issuing Authority, and/or its departments; provided, however, that the Licensee shall only be required to maintain the I-Net for data transmission purposes through September 1, 2005. The I-Net shall continue to be capable of transmitting audio and video Signals between the Town buildings and other institutions specified in **Exhibit 1**, attached hereto ("I-Net Buildings"). Designated Users shall be able to transmit video and audio to other institutions using a modulator and/or other necessary equipment.

(b) Subject to the first sentence in paragraph (a) above, the Licensee shall provide an annual payment to the Issuing Authority, or its designee, for technology purposes, equal to three-tenths percent (0.3%) of its Gross Annual Revenues, as defined herein. Said annual payments shall be used for municipal telecommunications purposes. Said annual three-tenths percent (0.3%) technology payment shall be made to the Issuing Authority, or its designee, on a quarterly basis; provided, however, that the first payment hereunder shall be made on August 15, 2005 for the period of June 27, 2005 through June 30, 2005. The Licensee shall provide quarterly payments thereafter, said quarterly payments to coincide with the PEG Access Funding payments specified in Section 6.4(c) infra.

#### **Section 3.3 - PARENTAL CONTROL CAPABILITY**

The Licensee shall provide, upon request, Subscribers with the capability to control the reception of any channels being received on their television sets. In accordance with applicable law, where Converters are utilized, there shall be no charge for such parental control capability; provided, however, that the Licensee may charge in accordance with applicable law for such equipment.

#### **Section 3.4 - EMERGENCY ALERT OVERRIDE CAPACITY**



The Subscriber Network shall also comply with the FCC's Emergency Alert System ("EAS") regulations.

### **Section 3.5 - SYSTEM TECHNICAL SPECIFICATIONS**

The system design of the Cable Television System, pursuant to Sections 3.1 and 3.2 herein, shall conform to the FCC technical specifications contained in **Exhibit 3**, attached hereto and a part hereof. At all times throughout this Renewal License, the Licensee shall meet all applicable FCC technical standards.

## **ARTICLE 4**

### **CONSTRUCTION, INSTALLATION AND MAINTENANCE STANDARDS**

#### **Section 4.1 – SERVICE AREA**

(a) The Licensee shall continue to make its Cable System Service available to all areas of the Town where Cable Service is currently available to residents as of the Effective Date of this Renewal License, within fifteen (15) days of a request therefore, subject to the Licensee being able to obtain any necessary easements and/or permits.

(b) In those areas of the Town where Cable Service is not available, as of the Effective Date of this Renewal License, the Licensee shall provide Cable Service to residents in such areas, as a standard installation, within ninety (90) days of a request therefore, subject to (i) the Licensee being able to obtain any necessary easements and/or permits; and (ii) there being twenty (20) homes per aerial mile and/or twenty (20) homes per underground mile in those areas where Cable Service is not available. The Licensee shall expeditiously apply for any necessary easements and/or permits. For purposes of this Section 4.1, a standard installation shall be deemed to continue to apply to any residence located not more than two hundred feet (200') from the existing aerial Trunk and Distribution System and additions thereto.

(c) Installation charges shall be non-discriminatory. A standard aerial installation charge shall continue to apply to any residence located not more than two hundred feet (200') from the existing aerial Trunk and Distribution System and additions thereto. The Licensee may charge residents located more than 200 aerial feet from the existing aerial Trunk and Distribution System, and additions thereto, time and materials charges plus a reasonable return on investment in addition to the standard installation charge.

(d) Underground installation shall continue to be considered standard and therefore subject to standard underground installation rates within two hundred feet (200') of the existing Cable System plant, provided no Trunk and Distribution System construction is required and sub-surface is dirt or similar soft surface. Underground installations within two hundred feet (200') of the existing Cable System plant requiring Trunk and Distribution System construction or involving hard surface or requiring boring through rock or under sidewalks, streets, or flower bedding are considered non-standard installations and shall be provided at a rate based upon actual costs and a reasonable return on investment in addition to the standard installation charge.

#### **Section 4.2 - LOCATION OF CABLE TELEVISION SYSTEM**

The Licensee shall construct, upgrade, install, operate and maintain the Cable Television System within the Town of Boxford. Poles, towers and other obstructions shall be erected so as not to interfere with vehicular or pedestrian traffic over Public Ways and places. The erection and location of all poles, towers and other obstructions shall be in accordance with all applicable lawful state and local laws and regulations.

### **Section 4.3 - UNDERGROUND FACILITIES**

(a) In the areas of the Town having telephone lines and electric utility lines underground, whether required by law or not, all of the Licensee's lines, cables and wires shall be underground. At such time as these facilities are placed underground by the telephone and electric utility companies at their sole cost and expense or are required to be placed underground by the Town at the sole cost and expense of such telephone and electric utility companies, the Licensee shall likewise place its facilities underground at its sole cost and expense. Underground cable lines shall be placed beneath the pavement subgrade in compliance with applicable lawful Town ordinances, rules, regulations and/or standards. It is the policy of the Town that existing poles for electric and communication purposes be utilized wherever possible and that underground installation is preferable to the placement of additional poles.

(b) Underground cable lines shall be placed beneath the pavement subgrade in compliance with applicable Town by-laws, rules, regulations and/or standards. It is the policy of the Town that existing poles for electric and communication purposes be utilized wherever possible and that underground installation is preferable to the placement of additional poles.

### **Section 4.4 - TREE TRIMMING**

In installing, operating and maintaining equipment, cable and wires, the Licensee shall avoid all unnecessary damage and injury to trees, structures and improvements in and along Public Ways. The Licensee shall be subject to M.G.L. Chapter 87 and shall comply with all lawful rules and regulations of general applicability established by the Issuing Authority or its designee(s) during the term of this Renewal License. All tree and/or root trimming and/or pruning provided for herein shall be done pursuant to appropriate rules and regulations of general applicability of the Town's Tree Warden.

### **Section 4.5 - RESTORATION TO PRIOR CONDITION**

Whenever the Licensee takes up or disturbs any pavement, sidewalk or other improvement of any Public Way or public place, the same shall be replaced and the surface restored in as good condition as before entry as soon as practicable. If the Licensee fails to make such restoration within a reasonable time, the Issuing Authority may fix a reasonable time for such restoration and repairs and shall notify the Licensee in writing of the restoration and repairs required and the time fixed for performance thereof. Upon failure of the Licensee to comply within the specified time period, the Issuing Authority may cause proper restoration and repairs to be made and the reasonable expense of such work shall be paid by the Licensee upon demand by the Issuing Authority.

### **Section 4.6 - TEMPORARY RELOCATION**

The Licensee shall temporarily raise or lower its wires or other equipment upon the reasonable request of any Person, including without limitation, a Person holding a building moving permit issued by the Town. The expense of such raising or lowering shall be paid by the Licensee unless otherwise specified or permitted by applicable law. The Licensee shall be given reasonable notice

necessary to maintain continuity of service.

#### **Section 4.7 - DISCONNECTION AND RELOCATION**

The Licensee shall, at its sole cost and expense, protect, support, temporarily disconnect, relocate in the same street or other Public Way and place, or remove from any street or any other Public Ways and places, any of its property as required by the Issuing Authority or its designee(s) by reason of traffic conditions, public safety, street construction, change or establishment of street grade, or the construction of any public improvement or structure by any Town department acting in a governmental capacity.

#### **Section 4.8 - SAFETY STANDARDS**

The Licensee shall lawfully construct, upgrade, install, operate, maintain and remove the Cable Television System in conformance with Occupational Safety and Health Administration regulations, the Massachusetts Electrical Code, the National Electrical Code, the National Electrical Safety Code, the rules and regulations of the Division and the FCC, all State and local laws, and all land use restrictions as the same exist or may be amended hereafter.

#### **Section 4.9 - PEDESTALS**

In any cases in which pedestals housing passive devices are to be utilized, in Town Public Ways or within the Town public lay-out, such equipment must be installed in accordance with applicable Town of Boxford regulations; provided, however, that the Licensee may place active devices (amplifiers, line extenders, power supplies, etc.) in a low-profile electronic control box at Town approved locations to be determined when the Licensee applies for a permit. All such equipment shall be shown on the construction maps submitted to the Town in accordance with Section 4.12 infra. In the event that the Licensee is no longer utilizing any such Pedestals for Cable Service(s), the Licensee shall remove any such Pedestals, and accompanying infrastructure, from the Public Way(s) in a timely fashion.

#### **Section 4.10 - PRIVATE PROPERTY**

The Licensee shall be subject to all laws, ordinances or regulations regarding private property in the course of constructing, upgrading, installing, operating and maintaining the Cable Television System in the Town. The Licensee, at its sole cost and expense, shall promptly repair or replace all private property, real and personal, damaged or destroyed as a result of the construction, upgrade, installation, operation or maintenance of the Cable Television System.

#### **Section 4.11 - RIGHT TO INSPECTION**

(a) The Issuing Authority or its designee(s) shall have the right to inspect all construction, installation and/or upgrade work performed subject to the provisions of this Renewal License

necessary to ensure compliance with the terms and conditions of this Renewal License and all other applicable law. Thereafter, the Issuing Authority or its designee(s) shall have the right to inspect the plant and/or equipment and/or other Cable System-related property of the Licensee in the Town at reasonable times and under reasonable circumstances; provided, however, that such inspections are reasonable, do not interfere with the operation of the Cable System, and are conducted after reasonable notice to the Licensee. Any such inspection shall not interfere with the Licensee's operations, except in emergency situations.

(b) Any inspections conducted by the Town shall be at the sole cost and expense of the Town and shall have the prior written approval of the Licensee. Unless otherwise mutually agreed upon, the Town shall give at least thirty (30) days prior notification to the Licensee of its intention to conduct any inspection. The Licensee shall be afforded the opportunity to be present during all such inspection.

#### **Section 4.12 - CABLE SYSTEM MAPS**

Upon written request by the Issuing Authority, but not more than once annually, the Licensee shall file with the Issuing Authority or its designee strand maps of all existing and newly constructed Cable System plant. If changes are made in the Cable System, upon written request, the Licensee shall file updated strand maps annually, not later than fifteen (15) days after each anniversary of the Execution Date of this Renewal License.

#### **Section 4.13 - SERVICE INTERRUPTION**

Where there exists an emergency situation necessitating a more expeditious procedure, the Licensee may interrupt Service for the purpose of repairing, upgrading or testing the Cable Television System only during periods of minimum use and, if practical, only after a minimum of forty-eight (48) hours notice to all affected Subscribers.

#### **Section 4.14 - COMMERCIAL ESTABLISHMENTS**

The Licensee shall be required to make Cable Service(s) available to any commercial establishments in the Town provided that said establishment(s) agrees to pay for construction, installation and monthly subscription costs as established by the Licensee.

#### **Section 4.15 - "DIG SAFE"**

The Licensee shall comply with all applicable "dig-safe" provisions, pursuant to Massachusetts General Laws Chapter 82, Section 40.

## **ARTICLE 5**

### **SERVICES AND PROGRAMMING**

#### **Section 5.1 – BASIC SERVICE**

The Licensee shall make available Basic Service to all Subscribers, which shall include all Signals which are required to be carried by a Cable Television System serving the Town pursuant to applicable statute or regulation.

#### **Section 5.2 - PROGRAMMING**

(a) Pursuant to Section 624 of the Cable Act, the Licensee shall maintain the mix, quality and broad categories of Programming set forth in **Exhibit 4**, attached hereto and made a part hereof. Pursuant to federal law, all Programming decisions, including the Programming listed in **Exhibit 4**, attached hereto, are at the sole discretion of the Licensee, and such Programming may be subject to change from time to time.

(b) Pursuant to the rules and regulations of the Cable Division, as may be amended from time to time, the Licensee shall provide the Issuing Authority and all Subscribers with notice of its intent to change the Boxford Programming line-up at least thirty (30) days before any such change is to take place. At the same time, the Licensee shall also provide Subscribers with a channel line-up card or other suitable marker showing the new channel line-up.

#### **Section 5.3 - LEASED CHANNELS FOR COMMERCIAL USE**

Pursuant to Section 612 (b)(1)(B) of the Cable Act, the Licensee shall make available channel capacity for commercial use by Persons unaffiliated with the Licensee.

#### **Section 5.4 - DVD/VCR/CABLE COMPATIBILITY**

(a) In order that Subscribers to the Cable Television System have the capability to simultaneously view and tape any two channels and set DVD/VCR controls to record multiple channels, the Licensee shall provide to any Subscriber, upon request, accessories and written procedures which will allow VCR owners to tape and view simultaneously any channel capable of being received by such owner's television set and/or DVD/VCR, the exception being that the Subscriber will not be able to view and record two scrambled Signals simultaneously. Said accessory equipment and written procedures shall be available to all Subscribers in accordance with applicable law.

(b) Pursuant to applicable law, the Licensee shall not Scramble or otherwise encode, in any manner or form, for the entire term of this Renewal License, (1) any local off-the-air Signals or (2) any of the PEG Access Channels. For purposes of this Section 5.4(b), "off-the-air Signals" shall mean any local broadcast television Signals received at the Licensee's Headend without the aid of any intervening relay device or receiving dishes. For purposes of this section, the word "local" shall

have the meaning as defined by applicable law and/or regulation.

(c) The Licensee reserves its rights to Scramble or otherwise encode any cable channel(s), except for the channels discussed in Section 5.4(b) above, as is reasonably necessary, in the Licensee's judgment, to protect the Licensee from unauthorized reception of its Signals.

#### **Section 5.5 - CONTINUITY OF SERVICE**

It shall be the right of all Subscribers to receive Cable Service insofar as their financial and other obligations to the Licensee are honored; provided, however, that the Licensee shall have no obligation to provide Cable Service to any Person who or which the Licensee has a reasonable basis to believe is utilizing an unauthorized Converter and/or is otherwise obtaining any Cable Service in an unlawful manner. The Licensee shall ensure that all Subscribers receive continuous, uninterrupted Cable Service, except for necessary Service interruptions. When necessary Cable Service interruptions can be anticipated, the Licensee shall notify Subscribers of such interruption(s) in advance.

#### **Section 5.6 - DROPS & BASIC SERVICE TO PUBLIC BUILDINGS**

(a) The Licensee shall continue to provide and maintain at no charge one (1) activated Subscriber Cable Drop, Outlet and the monthly Basic Service to all police and fire stations, public libraries and other public buildings along its cable route designated in writing by the Issuing Authority and included in **Exhibit 5**, attached hereto and made a part hereof. The Licensee shall coordinate the precise location of each Drop with each of the aforementioned institutions. There shall be no costs to the Town or any designated institution for the installation and provision of Basic Service and related maintenance. The exact locations of said Drops and/or Outlets shall be designated in advance by the Issuing Authority or its designee(s).

(b) The Licensee shall install such Drop(s) and/or Outlet(s) within sixty (60) days of any such request(s) from the Issuing Authority for aerial Drops and within one hundred eighty (180) days of any such requests from the Issuing Authority for underground Drops, at the Licensee's sole cost; provided, however, that in the event that the Licensee does not have to do any such aerial and/or underground work, the Licensee shall install any such Drops and/or Outlets within sixty (60) days of any such requests from the Issuing Authority.

(c) The Licensee shall discuss the location of each Drop and/or Outlet with the proper officials in each of the buildings and/or institutions entitled to such a Drop or Outlet, prior to any such installation.

#### **Section 5.7 - DROPS AND BASIC SERVICE TO PUBLIC SCHOOLS**

(a) The Licensee shall continue to provide and maintain a Subscriber Cable Drop(s) and Outlet(s) and the monthly Basic Service to all public schools listed in **Exhibit 6**, attached hereto and made a part hereof, at its sole cost and expense. The Licensee shall discuss the location of each Drop and/or Outlet with the proper officials in each of the school buildings entitled to such a Drop or Outlet,

prior to any such installation.

(b) The Licensee shall install such Drop(s) and/or Outlet(s) within sixty (60) days of any such request(s) from the Issuing Authority for aerial Drops and within one hundred eighty (180) days of any such requests from the Issuing Authority for underground Drops, at the Licensee's sole cost; provided, however, that in the event that the Licensee does not have to do any such aerial and/or underground work, the Licensee shall install any such Drops and/or Outlets within sixty (60) days of any such requests from the Issuing Authority.

(c) The Licensee shall provide one (1) Converter, if necessary, with each Outlet, without charge to the Town. The Licensee shall maintain such Outlets and Converters for normal wear and tear, at its sole expense; provided, however, that the School Department shall be responsible for repairs and/or replacement necessitated by any acts of vandalism, theft or other extraordinary circumstances.



## **ARTICLE 6**

### **PUBLIC, EDUCATIONAL AND GOVERNMENTAL ACCESS**

#### **FACILITIES AND SUPPORT**

##### **Section 6.1 – PEG ACCESS/LOCAL ORIGINATION STUDIO**

(a) The Licensee shall continue to operate, maintain and staff its PEG Access/Local Origination studio, at its current location, through and until January 1, 2006, the PEG Access Transition Date. Said studio shall be open at such times convenient for Boxford PEG Access Users.

(b) Until the PEG Access Transition Date, the Licensee shall continue to provide and make available a PEG Access/LO program coordinator for Boxford PEG Access/LO service(s) for a minimum of twenty (20) hours per week. Said staff person(s) shall continue to provide support to, and assist and cooperate with, Town personnel and residents in producing and cablecasting events of interest to Boxford Subscribers including, but not limited to, governmental meetings, public hearings, and other Boxford events.

(c) There shall be no user fees or time charges to the Issuing Authority and/or PEG Access Users for said PEG Access/LO personnel.

##### **Section 6.2 - PEG ACCESS CORPORATION**

Upon the PEG Access Transition Date, the Town or a designated Access Corporation shall commence providing services to PEG Access Users as follows:

(1) Schedule, operate and program the PEG Access Channels provided in accordance with Section 6.3 herein;

(2) Manage annual funding, pursuant to Section 6.4 herein;

(3) Operate and maintain a PEG Access studio, and purchase and/or lease equipment, with the funds allocated for such purposes in Section 6.5 herein;

(4) Conduct training programs in the skills necessary to produce quality PEG Access programming;

(5) Provide technical assistance, pre-production services, post-production services and production services to PEG Access Users, using Access Corporation staff and volunteers;

(6) Establish rules, procedures and guidelines for use of the PEG Access Channels;

(7) Accomplish such other tasks relating to the operation, scheduling and/or management of PEG Access Channels, facilities and equipment as appropriate and necessary; and

(8) Produce or assist Users in the production of original, non-commercial Video Programming of interest to Subscribers and focusing on Town issues, events and activities.

### **Section 6.3 - PEG ACCESS CHANNELS**

(a) Subject to paragraph (b) below, upon the PEG Access Transition Date, the Licensee shall make available to the Access Corporation two (2) Downstream Channels for PEG Access purposes, which shall be used to transmit non-commercial PEG Access Programming to Subscribers, at no cost to the Issuing Authority and/or the Access Corporation and, except as otherwise provided for herein, shall be subject to the control and management of the Access Corporation. Said Access Channels shall be included in the Licensee's Basic Service.

(b) On or at any time after the second anniversary of the Effective Date of this Renewal License, the Issuing Authority and/or the Access Corporation shall have the right to use of a third PEG Access Channel upon the Issuing Authority demonstrating the need for such a third PEG Access Channel.

(c) In order to demonstrate the need for said third PEG Access Channel, the Issuing Authority will provide evidence that the existing PEG Access channels have been programmed with non-duplicated, locally-produced, non character generated programming for 80% of the weekday hours from 12:00 PM to 10:00 PM for a three (3) month period; provided, however, that PEG Access Programming can be repeated twice only for purposes of meeting this Section 6.3(c) standard. In its letter to the Licensee, the Issuing Authority shall state, in good faith, that such a third PEG Access Channel (i) will be substantially programmed; and (ii) is necessary to accomplish the stated PEG Access Programming goals of the Town and/or the Access Corporation. Such a third PEG Access Channel will not be used simply to repeat PEG Access Programming that is already carried on the other two (2) PEG Access Channels, but will be used to carry substantially new PEG Access Programming. The Issuing Authority agrees that such a third PEG Access Channel shall not be utilized solely to carry character-generated messages; provided, however, that the Town and/or the Access Corporation may use said third PEG Access Channel to carry character-generated messages along with other new PEG Access Programming.

(d) At such time as the Issuing Authority requests such third PEG Access Channel, at the request of the Licensee, the Issuing Authority and the Licensee agree to meet in order to discuss said request.

(e) Said PEG Access Channels shall be made available at no cost to the Issuing Authority, the Access Corporation and/or PEG Access Users.

(f) The Licensee shall not move or otherwise relocate the channel locations of the three (3) PEG Access Channels, referenced in paragraph (a) above, without the advance, written notice to the Issuing Authority and the Access Corporation.

### **Section 6.4 - PEG ACCESS ANNUAL FUNDING**

(a) The Licensee shall continue to provide annual funding for Boxford PEG Access programming

operations in the amount of Fifteen Thousand Dollars (\$15,000.00). Said \$15,000.00 shall be paid annually to the Access Corporation with the first payment made no later than the PEG Access Transition Date. Subsequent payments will be made on each anniversary of the PEG Access Transition Date for the entire term of this Renewal License. The final payment will be made on January 1, 2015 for a final prorated amount of Seven Thousand Five Hundred Dollars (\$7,500).

(b) In addition to the funding specified in paragraphs (a) above, the Licensee shall also provide quarterly payments to the Access Corporation, for PEG Access use, equal to two percent (2%) of the Licensee's Gross Annual Revenues, as defined. Said annual payments shall be used for, among other things, salary, operating and other related expenses connected with PEG Access programming and operations.

(i) In Year One of this Renewal License, the first quarterly payment to the Access Corporation shall be based on the three (3) months from January 1, 2006 through March 31, 2006, and shall constitute two percent (2%) of the Licensee's Gross Annual Revenues. Said first payment shall then be due and payable to the Access Corporation no later than May 15, 2006. The second quarterly payment to the Access Corporation shall be based on the three (3) months from April 1, 2006, through June 30, 2006, and shall constitute two percent (2%) of the Licensee's Gross Annual Revenues. Said second payment shall then be due and payable to the Access Corporation no later August 15, 2006. The third quarterly payment to the Access Corporation shall be based on the three (3) months from July 1, 2006 through September 30, 2006, and shall constitute two percent (2%) of the Licensee's Gross Annual Revenues. Said third payment shall then be due and payable to the Access Corporation no later than November 15, 2006. The fourth quarterly payment to the Access Corporation shall be based on the three (3) months from October 1, 2006, through December 31, 2006, and shall constitute two percent (2%) of the Licensee's Gross Annual Revenues. Said fourth payment shall then be due and payable to the Access Corporation no later February 15, 2007. Thereafter, the Licensee's two percent (2%) payments to the Access Corporation shall continue to be made on the quarterly basis based on the above-referenced three (3) month accounting periods and subsequent forty five (45) day due dates.

(ii) In addition to the funding specified in paragraph (a) above, the Licensee shall make a payment to the Issuing Authority and/or the Access Corporation, as directed by the Issuing Authority, in the amount of Twenty-Five Thousand Dollars (\$25,000.00). Said \$25,000.00 shall be due and payable within sixty (60) days of the Effective Date of this Renewal License. Said \$25,000.00 payment shall be credited against the first four (4) quarterly payments equally, pursuant to paragraph (b) above.

(c) In addition to the funding in paragraphs (a), (b) and (c) above, at any time during years two, three, four and five of this Renewal License, the Issuing Authority shall have the right to unilaterally exercise a one-half percent (0.5%) increase in the PEG Access funding specified in paragraph (c) above, for subsequent total funding of two and one-half percent (2.5%) of Gross Annual Revenues. The Issuing Authority shall give the Licensee at least ninety (90) days written notice of its intent to increase PEG Access annual funding. The Licensee shall commence paying said 0.5% increase no later than ninety (90) days after receipt of such Issuing Authority notice.

(d) In addition to the funding in paragraphs (a), (b), (c) and (e) above, at any time during the second five (5) years of this Renewal License, the Issuing Authority shall have the right to

unilaterally exercise an additional one-half percent (0.5%) increase in the PEG Access funding specified in paragraph (c) above for subsequent total funding of three percent (3%) of Gross Annual Revenues.. The Issuing Authority shall give the Licensee at least ninety (90) days written notice of its intent to increase PEG Access annual funding. The Licensee shall commence paying said additional 0.5% increase no later than ninety (90) days after receipt of such Issuing Authority notice.

(e) The Licensee shall file with each such quarterly payment the Gross Annual Revenues reporting form, attached hereto in **Exhibit 7**, certified by an authorized agent of the Licensee.

(f) In no case shall said annual \$15,000.00 funding and said two percent (2%) (or 2.5% or 3%) payment(s) include (i) the PEG Access Equipment/Capital funding required by Section 6.5 below; (ii) the License Fee payable to the Issuing Authority pursuant to Section 7.1 infra; and/or (iii) any other fees or payments required by applicable law; provided however that said annual \$15,000.00 funding and said two percent (2%) (or 2.5% or 3%) payment(s) shall all be deemed a "franchise fee" for purposes of Section 7.1(c).

(g) In the event that the payments required herein are not tendered on or before the dates fixed herein, interest due on such payments accrue from the date due at two percent (2%) above the Prime Rate.

#### **Section 6.5 - PEG ACCESS EQUIPMENT/CAPITAL FUNDING**

(a) The Licensee shall provide a total of One Hundred Twenty-Five Thousand Dollars (\$125,000.00), payable to the Issuing Authority and/or the Access Corporation, as directed by the Issuing Authority, in PEG Access equipment/facilities funding payable on the following schedule:

(i) Fifty Thousand Dollars (\$50,000.00) due no later than thirty (30) days of the Effective Date of this Renewal License;

(ii) Twenty-Five Thousand Dollars (\$25,000.00) due and payable no later than June 30, 2006;

(iii) Twenty-Five Thousand Dollars (\$25,000.00) due and payable no later than January 30, 2008; and

(iv) Twenty-Five Thousand Dollars (\$25,000.00) due and payable no later than January 30, 2011.

(b) In the event that payments required to be made herein are not tendered on or before the dates fixed herein, interest due on such required payments shall accrue and be paid to the Access Corporation from the date due at the rate of two percent (2%) above the Prime Rate.

(c) In no event shall said \$125,000.00 equipment/facilities funding be counted against either the annual PEG Access funding, required by Section 6.4(a) above, and/or any Franchise or License Fee payment, required by Section 7.1 infra, and/or any other fees or payments required by applicable law.

#### **Section 6.6 - EXISTING PEG ACCESS/LOCAL ORINATION EQUIPMENT**

No later than the PEG Access Transition Date, the Licensee shall deed over to the Issuing Authority or the Access Corporation, as directed by the Issuing Authority, without warranty, by way of a Bill of Sale, all existing Licensee-owned PEG Access/LO studio and production equipment related to Boxford PEG Access/LO Programming for the amount of One Dollar (\$1.00). The Licensee shall reasonably maintain said equipment until the PEG Access Transition Date. A list of said equipment is attached hereto as **Exhibit 8**. The Licensee shall not be responsible for said equipment after the PEG Access Transition Date. The Licensee shall be responsible for moving all such equipment from the Licensee's studio to a studio location in Boxford no later than the PEG Access Transition Date, at the Licensee's sole cost and expense

#### **Section 6.7 - PEG ACCESS PAYMENTS**

The quarterly payments required in Section 6.4 supra shall be made by the Licensee directly to the Access Corporation. The equipment payments required in Section 6.5 supra shall be made by the Licensee to the Issuing Authority and/or the Access Corporation, as directed by the Issuing Authority.

#### **Section 6.8 - EQUIPMENT OWNERSHIP**

Unless noted otherwise, the Town and/or the Access Corporation shall own all equipment purchased with funding pursuant to this Article 6. The Licensee shall have no obligation to maintain or insure any such PEG Access equipment.

#### **Section 6.9 - ACCESS CHANNEL(S) MAINTENANCE**

The Licensee shall monitor the PEG Access Channels for technical quality and shall ensure that they are maintained at standards commensurate with those which apply to the Cable System's commercial channels. Upon the written request of the Issuing Authority, the Licensee shall make available a copy of its most recent annual performance tests.

#### **Section 6.10 - ACCESS CABLECASTING**

(a) In order that the Access Corporation can cablecast PEG Access Programming over the PEG Access Channels referenced in Section 6.3 above,, all PEG Access programming shall be modulated, then transmitted from any location in the Town with Origination Capability to the Headend, on one of the I-Net's Upstream Channels made available, without charge, for such purpose. At the Headend, said Access programming shall be retransmitted in the downstream direction on one of the two (2) or three (3) Downstream PEG Access Channels. Said I-Net upstream and downstream channels cannot be interconnected directly to other video providers; provided, however, that nothing herein shall prevent the Issuing Authority and/or the Access

Corporation from using I-Net Upstream Channels to transmit PEG Access Programming from remote locations to the PEG Access studio or other location, where such programming will be sent to Boxford cable television subscribers.

(b) The Licensee shall provide Origination Capability to the Town and the Access Corporation from those locations contained in **Exhibit 1** herein. The Licensee shall provide equipment at the Headend in order to receive and process upstream Programming from the I-Net and routing such programming through the Headend for distribution to the Subscriber Network and/or the I-Net.

(c) On or before the PEG Access Transition Date, the Licensee shall provide origination capability to the Access Corporation studio, without charge(s) to the Town and/or the Access Corporation provided that said studio is in a building listed in **Exhibit 1** attached hereto. The Licensee shall also provide the Access Corporation studio with a Subscriber Network Drop in order that the PEG Access Channels can be viewed from said studio.

(d) The Licensee shall own, maintain, repair and/or replace any Headend or Hubsite Signal processing equipment. The Town and/or its designee shall own, maintain, repair and/or replace studio or portable modulators and demodulators. The demarcation point between the Licensee's equipment and the Town's (or its designee's) equipment shall be at the output of the Town's (and/or its designee's) modulator(s) at any of the Exhibit 1 I-Net Buildings.

(e) The Licensee shall provide and maintain and/or replace all necessary existing switching equipment at the Headend in order to switch Upstream Signals from any remote locations with Origination Capability to the designated Downstream PEG Access Channel.

#### **Section 6.11 - CENSORSHIP**

Neither the Licensee, the Town and/or the Access Corporation shall engage in any program censorship or any other control of the content of the PEG Access Programming on the Cable System, except as otherwise required or permitted by applicable law.

## ARTICLE 7

### LICENSE FEES

#### Section 7.1 - LICENSE FEES

(a) Pursuant to Massachusetts General Laws Chapter 166A, Section 9, the Licensee shall pay to the Town, throughout the term of this Renewal License, a License Fee equal to fifty cents (\$.50) per Subscriber per year, or such higher amount as may in the future be allowed pursuant to State and/or federal law. The number of Subscribers, for purposes of this Section 7.1, shall be calculated on the last day of each year of the term of this Renewal License.

(b) In the event that the Town can collect a License Fee in the future expressed as a percentage, the Licensee shall (i) immediately commence paying such a percentage License Fee to the Town in accordance with applicable law and based on Gross Annual Revenues as defined in this Renewal License (and crediting the Licensee with any License Fee payments made, if any, for that particular year pursuant to Section 7.1[a] above) unless required otherwise by applicable law and (ii) file with the Issuing Authority, with each such percentage License Fee payment, a statement certified by an authorized financial representative of the Licensee documenting, in reasonable detail pursuant to Section 13.3(b) infra or applicable law, the total of all Gross Annual Revenues derived during the previous year. Unless specified otherwise by applicable law, the Licensee shall make such Gross Annual Revenue percentage payments to the Town annually, within forty-five (45) days after each anniversary of the Execution Date of this Renewal License.

(c) The Licensee shall not be liable for a total financial commitment pursuant to this Renewal License and applicable law in excess of five percent (5%) of its Gross Annual Revenues; provided, however, that said five percent (5%) shall include (i) the annual funding for PEG Access (Section 6.4) of \$15,000.00 and two percent (2%) (or 2.5% or 3%) payment(s); and (ii) the technology funding (Section 3.2); and (iii) any License Fee(s) payable to the State, the Town and the FCC; provided, however that said five percent (5%) shall not include the following: (i) the PEG Access equipment/facilities funding herein (Section 6.5); the value of existing PEG Access/LO equipment in excess of One Dollar (\$1.00) (Section 6.6); (iii) any interest due herein to the Town and/or the Access Corporation because of late payments; (iv) any damages herein (Section 11.2); (v) any payments, expenses, or replenishment of the Performance Bond made to cure any deficiencies and/or to reimburse the Town pursuant to Sections 2.5, 4.5, 9.2(c), 10.4 and/or 10.5 herein; (vi) the costs related to any liquidated damages pursuant to Section 11.2 infra; and (vii) any other exclusion to the term "Franchise Fee" pursuant to Section 622(g) (2) of the Cable Act.

#### Section 7.2 - PAYMENT

Pursuant to M.G.L. Chapter 166A, Section 9, the License Fees shall be paid annually to the Town throughout the term of this Renewal License, not later than March 15th of each year, unless provided for otherwise under applicable law.

### **Section 7.3 - OTHER PAYMENT OBLIGATIONS AND EXCLUSIONS**

(a) The License Fee payments shall be in addition to and shall not constitute an offset or credit against any and all taxes or other fees or charges which the Licensee or any Affiliated Person shall be required to pay to the Town, or to any State or federal agency or authority, as required herein or by law; the payment of said taxes, fees or charges shall not constitute a credit or offset against the License Fee payments all of which shall be separate and distinct obligations of the Licensee and each Affiliated Person. The Licensee herein agrees that no such taxes, fees or charges shall be used as offsets or credits against the License Fee payments.

(b) In accordance with Section 622(h) of the Cable Act, it is the understanding of the parties hereto that nothing in the Cable Act or this Renewal License shall be construed to limit any authority of the Issuing Authority to impose a tax, fee or other assessment of any kind on any Person (other than the Licensee) with respect to Cable Service or other communications Service provided by such Person over the Cable System for which charges are assessed to Subscribers but not received by the Licensee. For any twelve (12) month period, the fees paid by such Person with respect to any such Cable Service or any other communications Service shall not exceed five percent (5%) of such Person's gross revenues derived in such period from the provision of such service over the Cable System.

(c) The term "Franchise Fee" as defined in Section 622(g)(1) of the Cable Act, shall have the meaning defined in Section 622(g)(1) and (g)(2)(A) through (E) of the Cable Act.

### **Section 7.4 - LATE PAYMENT**

In the event that the License Fees herein required are not tendered on or before the dates fixed in Section 7.1 above, interest due on such fee shall accrue from the date due at the rate of two percent (2%) above the annual Prime Rate. Any payments to the Town pursuant to this Section 7.4 shall not be deemed to be part of the License Fees to be paid to the Town pursuant to Section 7.1 hereof and shall be within the exclusion to the term "franchise fee" for requirements incidental to enforcing the Renewal License pursuant to Section 622(g)(2)(D) of the Cable Act.

### **Section 7.5 - RECOMPUTATION**

(a) Tender or acceptance of any payment pursuant to Article 6 or Article 7 herein shall not be construed as an accord that the amount paid is correct, nor shall such acceptance of payment be construed as a release of any claim that the Issuing Authority may have for additional sums including interest payable under this Section 7.4. All amounts paid shall be subject to audit and recomputation by the Issuing Authority, which shall be based on the Licensee's fiscal year and shall occur in no event later than one year after the License Fees are tendered with respect to such fiscal year.

(b) If the Issuing Authority has reason to believe that any such payment(s) are incorrect, the Licensee shall have twenty-one (21) days after a request from the Issuing Authority to provide the Town with additional information documenting and verifying the accuracy of any such payment(s). In the event that the Issuing Authority does not believe that such documentation supports the



accuracy of such payment(s), the Issuing Authority shall conduct an audit of such payment(s). If, after such audit and recomputation, an additional fee is owed to the Town, such fee shall be paid within thirty (30) days after such audit and recomputation. The Licensee shall contribute to the costs of such audit not to exceed Three Thousand Dollars (\$3,000.00).

#### **Section 7.6 - AFFILIATES USE OF SYSTEM**

Use of the Cable System by Affiliates shall be in compliance with applicable State and/or federal laws, and shall not detract from Services provided to Boxford.

#### **Section 7.7 - METHOD OF PAYMENT**

All payments by the Licensee to the Town pursuant to this Renewal License shall be made payable to the Town and deposited with the Town Treasurer.

## **ARTICLE 8**

### **RATES AND CHARGES**

#### **Section 8.1 – RATE REGULATION**

In the future, the Town reserves the right to regulate the Licensee's Basic Service rates and charges to the extent allowable under State and federal laws.

#### **Section 8.2 - NOTIFICATION OF RATES AND CHARGES**

(a) In accordance with applicable law(s), as may be amended from time to time, the Licensee shall file with the Issuing Authority schedules which shall describe, at a minimum, all Cable Services offered by the Licensee, all rates and charges of any kind, and all terms or conditions relating thereto. Thereafter, the Licensee shall file with the Issuing Authority all changes in Cable Services, all rates and charges of any kind, and all terms and conditions relating thereto thirty (30) days prior to all such changes. The Licensee shall notify all Subscribers of any impending rate increases no later than thirty (30) days prior to such increase and provide each Subscriber with a schedule describing existing and proposed rates for each service offered.

(b) At the time of initial solicitation or installation of Service, the Licensee shall also provide each Subscriber with a detailed explanation of downgrade and upgrade policies and the manner in which Subscribers may terminate Cable Service. Subscribers shall have at least thirty (30) days prior to the effective date of any rate increase to either downgrade service or terminate service altogether without any charge. Change of service policies shall be in compliance with 207 CMR 10.00 et seq., attached hereto as **Exhibit 10**.

#### **Section 8.3 - PUBLICATION AND NON-DISCRIMINATION**

All rates for Subscriber services shall be published and non-discriminatory. A written schedule of all rates shall be available upon request during business hours at the Licensee's business office. Nothing in this Renewal License shall be construed to prohibit the reduction or waiver of charges in conjunction with promotional campaigns for the purpose of attracting or maintaining subscribers.

#### **Section 8.4 - CREDIT FOR SERVICE INTERRUPTION**

In accordance with applicable law, in the event that service to any Subscriber is interrupted for twenty-four (24) or more consecutive hours, the Licensee shall grant such Subscriber a pro rata credit or rebate.

## ARTICLE 9

### INSURANCE AND BONDS

#### Section 9.1 – ISURANCE

At all times during the term of the Renewal License, including the time for removal of facilities provided for herein, the Licensee shall obtain, pay all premiums for, and file with the Issuing Authority, upon written request, but no more frequently than annually, copies of the certificates of insurance for the following policies:

- (1) A general comprehensive liability policy naming the Town, its officers, boards, commissions, agents and employees as additional insureds on all claims on account of injury to or death of a person or persons occasioned by the construction, installation, maintenance or operation of the Cable System or alleged to have been so occasioned, with a minimum liability of One Million Dollars (\$1,000,000.00) for injury or death to any one person in any one occurrence and Three Million Dollars (\$3,000,000.00) for injury or death to two (2) or more persons in any one occurrence.
- (2) A property damage insurance policy naming the Town, its officers, boards, commissions, agents and employees as additional name insureds and save them harmless from any and all claims of property damage, real or personal, occasioned or alleged to have been so occasioned by the construction, installation, maintenance or operation of the Cable Television System, with a minimum liability of One Million Dollars (\$1,000,000.00) for damage to the property of any one person in any one occurrence and Three Million Dollars (\$3,000,000.00) for damage to the property of two (2) or more persons in any one occurrence.
- (3) Automobile liability insurance for owned automobiles, non-owned automobiles and/or rented automobiles in the amount of:
  - (a) One Million Dollars (\$1,000,000.00) for bodily injury and consequent death per occurrence;
  - (b) One Million Dollars (\$1,000,000.00) for bodily injury and consequent death to any one person; and
  - (c) Five Hundred Thousand Dollars (\$500,000.00) for property damage per occurrence.
- (4) Worker's Compensation in the minimum amount of the statutory limit.
- (5) The following conditions shall apply to the insurance policies required herein:
  - (a) Such insurance shall commence no later than the Execution Date of this Renewal License.
  - (b) Such insurance shall be primary with respect to any insurance maintained by the Town and shall not call on the Town's insurance for contributions.

(c) Such insurance shall be obtained from brokers or carriers authorized to transact insurance business in the State.

## **Section 9.2 - PERFORMANCE BOND**

(a) The Licensee shall continue to maintain at its sole cost and expense throughout the term of the Renewal License a faithful performance bond running to the Town, with good and sufficient surety licensed to do business in the State in the sum of Fifty Thousand Dollars (\$50,000.00); provided, however, that said bond shall be increased to the amount of One Hundred Thousand Dollars (\$100,000.00) during any periods of major Cable System construction, such as an upgrade or rebuild. Said bond shall be conditioned upon the faithful performance and discharge of all of the obligations imposed by this Renewal License.

(b) The performance bond shall be effective throughout the term of this Renewal License, including the time for removal of all of the facilities provided for herein, and shall be conditioned that in the event that the Licensee shall fail to comply with any one or more provisions of this Renewal License or to pay any claims due the Town which arise by reason of the construction, upgrade, maintenance, operation and/or removal of the Cable Television System, the Town shall recover from the surety of such bond all damages suffered by the Town as a result thereof, pursuant to the provisions of Sections 11.1 and 11.2 infra.

(c) Said bond shall be a continuing obligation of this Renewal License, and thereafter until the Licensee has satisfied all of its obligations to the Town that may have arisen from the grant of the Renewal License or from the exercise of any privilege herein granted. In the event that the Town recovers from said surety, the Licensee shall take immediate steps to reinstate the performance bond to the appropriate amount required herein. Neither this section, any bond accepted pursuant thereto, or any damages recovered thereunder shall limit the liability of the Licensee under the Renewal License.

## **Section 9.3 - REPORTING**

The Licensee shall submit to the Issuing Authority, or its designee, upon written request but not more than annually, copies of all current certificates regarding (a) all insurance policies as required herein and (b) the performance bond as required herein.

## **Section 9.4 - INDEMNIFICATION**

The Licensee shall, at its sole cost and expense, indemnify and hold harmless the Town, its officials, boards, commissions, committees, agents and/or employees against all claims for damage due to the actions of the Licensee, its employees, officers or agents arising out of the construction, installation, maintenance, operation, and/or removal of the Cable Television System under the Renewal License, including without limitation, damage to persons or property, both real and personal, caused by the maintenance, operation, and/or removal of any structure, equipment, wire or cable installed. Indemnified expenses shall include all reasonable attorneys' fees and costs incurred by the Town up to such time that the Licensee assumes defense of any

action hereunder. The Issuing Authority shall give the Licensee written notice of its obligation to indemnify and defend the Issuing Authority within ten (10) business days of receipt of a claim or action pursuant to this section.

#### **Section 9.5 - NOTICE OF CANCELLATION OR REDUCTION OF COVERAGE**

The insurance policies and performance bond required herein shall each contain an explicit endorsement stating that such insurance policies and performance bond are intended to cover the liability assumed by the Licensee under the terms of the Renewal License and shall contain the following endorsement:

It is hereby understood and agreed that this policy (or performance bond) shall not be cancelled, materially changed or the amount of coverage thereof reduced until thirty (30) days after receipt by the Issuing Authority by certified mail of one (1) copy of a written notice of such intent to cancel, materially change or reduce the coverage required herein.

## **ARTICLE 10**

### **ADMINISTRATION AND REGULATION**

#### **Section 10.1 – REGULATORY AUTHORITY**

The Issuing Authority and/or its designee(s) shall be responsible for the day to day regulation of the Cable Television System. The Issuing Authority and/or its designee(s) shall monitor and enforce the Licensee's compliance with the terms and conditions of this Renewal License. The Issuing Authority shall notify the Licensee in writing of any instance of non-compliance pursuant to Section 11.1 infra.

#### **Section 10.2 - PERFORMANCE EVALUATION HEARINGS**

(a) The Issuing Authority may hold a performance evaluation hearing every year of this Renewal License. All such evaluation hearings shall be open to the public. The purpose of said evaluation hearing shall be to, among other things, (i) review the Licensee's compliance to the terms and conditions of this Renewal License, with emphasis on System construction and upgrade, the Institutional Network, customer service and Complaint response, programming, and PEG Access channels, facilities and support; and (ii) hear comments, suggestions and/or Complaints from the public.

(b) The Issuing Authority shall have the right to question the Licensee on any aspect of this Renewal License including, but not limited to, the construction, upgrade, installation, operation and/or maintenance of the Cable Television System. During review and evaluation by the Issuing Authority, the Licensee shall fully cooperate with the Issuing Authority and/or its designee(s), and produce such documents or other materials as are reasonably requested from the Town. Any Subscriber or other Person may submit comments during such review hearing, either orally or in writing, and such comments shall be duly considered by the Issuing Authority.

(c) Within thirty (30) days after the conclusion of such review hearing(s), the Issuing Authority shall issue a written report with respect to the Licensee's compliance and send one (1) copy to the Licensee and file one (1) copy with the Town Clerk's Office. If non-compliance is found which results in a violation of any of the provisions of this Renewal License, the Licensee shall respond and propose a plan for implementing any changes or improvements necessary, pursuant to Section 11.1 infra.

#### **Section 10.3 - NONDISCRIMINATION**

The Licensee shall not discriminate against any Person in its solicitation, service or access activities, if applicable, on the basis of race, color, creed, religion, ancestry, national origin, geographical location within the Town, sex, sexual orientation, disability, age, marital status, or status with regard to public assistance. The Licensee shall be subject to all other requirements of federal and State laws or regulations, relating to nondiscrimination through the term of the Renewal License. This Section 10.3 shall not affect the right of the Licensee to offer discounts.

#### **Section 10.4 - EMERGENCY REMOVAL OF PLANT**

If, at any time, in case of fire or disaster in the Town, it shall become necessary in the reasonable judgment of the Issuing Authority or its designee(s), to cut or move any of the wires, cables, amplifiers, appliances or appurtenances of the Cable Television System, the Town shall have the right to do so at the sole cost and expense of the Licensee.

#### **Section 10.5 - REMOVAL AND RELOCATION**

The Issuing Authority and/or its designee(s) shall have the power at any time to order and require the Licensee to remove or relocate any pole, wire, cable or other structure owned by the Licensee that is dangerous to life or property. In the event that the Licensee, after notice, fails or refuses to act within a reasonable time, the Issuing Authority shall have the power to remove or relocate the same at the sole cost and expense of the Licensee. In such event, the Licensee shall reimburse the Issuing Authority the cost and expense of such removal within thirty (30) days of submission of a bill thereof.

#### **Section 10.6 - JURISDICTION**

Jurisdiction and venue over any dispute, action or suit shall be in any court of appropriate venue and subject matter jurisdiction located in the State of Massachusetts and the parties by this instrument subject themselves to the personal jurisdiction of said court for the entry of any such judgment and for the resolution of any dispute, action, or suit.

## **ARTICLE 11**

### **DETERMINATION OF BREACH – LIQUIDATED DAMAGES – LICENSE**

#### **REVOCATION**

##### **Section 11.1 – DETERMINATION OF BREACH**

In the event that the Issuing Authority has reason to believe that the Licensee has defaulted in the performance of any or several provisions of this Renewal License, except as excused by Force Majeure, the Issuing Authority shall notify the Licensee in writing, by certified mail, of the provision or provisions which the Issuing Authority believes may have been in default and the details relating thereto. The Licensee shall have thirty (30) days from the receipt of such notice to:

(a) respond to the Issuing Authority in writing, contesting the Issuing Authority's assertion of default and providing such information or documentation as may be necessary to support the Licensee's position; or

(b) cure any such default (and provide written evidence of the same), or, in the event that by nature of the default, such default cannot be cured within such thirty (30) day period, to take reasonable steps to cure said default and diligently continue such efforts until said default is cured. The Licensee shall report to the Issuing Authority, in writing, by certified mail or other means with a recorded receipt, at twenty-one (21) day intervals as to the Licensee's efforts, indicating the steps taken by the Licensee to cure said default and reporting the Licensee's progress until such default is cured.

(c) In the event that the Licensee fails to respond to such notice of default and to cure the default or to take reasonable steps to cure the default within the required thirty (30) day period, the Issuing Authority or its designee shall promptly schedule a public hearing no sooner than fourteen (14) days after written notice, by certified mail, to the Licensee. The Licensee shall be provided reasonable opportunity to offer evidence and be heard at such public hearing.

(d) Within thirty (30) days after the close of said public hearing, the Issuing Authority shall issue a written determination of its findings. In the event that the Issuing Authority, after such hearings, determines that the Licensee is in default, the Issuing Authority may determine to pursue any of the following remedies:

(i) assess liquidated damages in accordance with the schedule set forth in Section 11.2 below;

(ii) seek specific performance of any provision in this Renewal License which reasonably lends itself to such remedy as an alternative to damages;

(iii) commence an action at law for monetary damages;

(iv) foreclose on all or any appropriate part of the security provided pursuant to Section 9.2 herein;



- (v) declare the Renewal License to be revoked subject to Section 11.3 below and applicable law;
- (vi) invoke any other lawful remedy available to the Town.

## **Section 11.2 - LIQUIDATED DAMAGES**

(a) For the violation of any of the following provisions of this Renewal License, liquidated damages shall be paid by the Licensee to the Issuing Authority, subject to Section 11.1 above. Any such liquidated damages shall be assessed as of the date that the Licensee receives written notice, by certified mail, of the provision or provisions which the Issuing Authority believes are in default provided that the Issuing Authority made a determination of default pursuant to Section 11.1(d) above.

(1) For failure to operate and/or maintain the Cable Television System, in accordance with Sections 3.1 herein, Three Hundred Fifty Dollars (\$350.00) per day, for each day that such construction, upgrade, installation and/or activation has not occurred.

(2) For failure to fully operate and maintain the Institutional Network in accordance with Section 3.2 herein, Three Hundred Fifty Dollars (\$350.00) per day, for each day that any such non-compliance continues.

(3) For failure to obtain the advance, written approval of the Issuing Authority for any transfer of the Renewal License in accordance with Section 2.6 herein, Three Hundred Fifty Dollars (\$350.00) per day, for each day that any such non-compliance continues.

(4) For failure to comply with the PEG Access provisions in accordance with the timelines in Article 6 herein, Three Hundred Dollars (\$300.00) per day, for each day that any such non-compliance continues.

(5) For failure to comply with the FCC's Customer Service Obligations in accordance with Section 12.4 infra, and Exhibit 9 attached hereto, Two Hundred Fifty Dollars (\$250.00) per day that any such non-compliance continues.

(6) For failure to comply with the technical standards, pursuant to Section 3.5 herein and Exhibit 2 attached hereto, Two Hundred Dollars (\$200.00), for each day that any such non-compliance continues.

(7) For failure to provide, install and/or fully activate the Subscriber Network and/or Institutional Network Drops and/or Outlets in accordance with Sections 3.1, 3.2, 5.6 and/or 5.7 herein and/or Exhibits 1, 7 and/or 8, One Hundred Dollars (\$100.00) per day that any of such Drops and/or Outlets are not provided, installed and/or activated as required.

(8) For failure to submit reports, pursuant to Article 13 herein, Fifty Dollars (\$50.00) per day per report, that each and any of said reports are not submitted as required.

(b) Such liquidated damages shall be in addition to, and not a limitation upon, any other provisions of this Renewal License and applicable law, including revocation, or any other statutorily or

judicially imposed penalties or remedies.

(c) Each of the above-mentioned cases of non-compliance shall result in damage to the Town, its residents, businesses and institutions, compensation for which will be difficult to ascertain. The Licensee agrees that the liquidated damages in the amounts set forth above are fair and reasonable compensation for such damage. The Licensee agrees that said foregoing amounts are liquidated damages, not a penalty or forfeiture, and are within one or more exclusions to the term "franchise fee" provided by Section 622(g)(2)(A)-(D) of the Cable Act.

### **Section 11.3 - REVOCATION OF THE RENEWAL LICENSE**

To the extent permitted by applicable law and subject to the provisions of Section 11.1 supra, in the event that the Licensee fails to comply with any material provision of this Renewal License, the Issuing Authority may revoke the Renewal License granted herein.

### **Section 11.4 - TERMINATION**

The termination of this Renewal License and the Licensee's rights herein shall become effective upon the earliest to occur of: (i) the revocation of the Renewal License by action of the Issuing Authority, pursuant to Section 11.1 and 11.3 above; (ii) the abandonment of the Cable System, in whole or material part, by the Licensee without the express, prior approval of the Issuing Authority; or (iii) the expiration of the term of this Renewal License. In the event of any termination, the Town shall have all of the rights provided in this Renewal License.

### **Section 11.5 - NOTICE TO TOWN OF LEGAL ACTION**

Except in an emergency situation, in the event that the Licensee or the Issuing Authority intends to take legal action against the other party for any reason, it shall first give the other party reasonable notice that an action will be filed.

### **Section 11.6 - NON-EXCLUSIVITY OF REMEDY**

No decision by the Issuing Authority or the Town to invoke any remedy under this Renewal License or under any statute, law or ordinance shall preclude the availability of any other such remedy.

### **Section 11.7 - NO WAIVER-CUMULATIVE REMEDIES**

(a) No failure on the part of the Issuing Authority or the Town to exercise, and no delay in exercising, any right in this Renewal License shall operate as a waiver thereof, nor shall any single or partial exercise of any such right preclude any other right, all subject to the conditions and limitations contained in this Renewal License.

(b) The rights and remedies provided herein are cumulative and not exclusive of any remedies provided by law, and nothing contained in this Renewal License shall impair any of the rights of the Issuing Authority or the Town under applicable law, subject in each case to the terms and conditions in this Renewal License.

(c) A waiver of any right or remedy by the Issuing Authority or the Town at any one time shall not affect the exercise of such right or remedy or any other right or remedy by the Issuing Authority or the Town at any other time. In order for any waiver of the Issuing Authority or the Town to be effective, it shall be in writing. The failure of the Issuing Authority or the Town to take any action in the event of any breach by the Licensee shall not be deemed or construed to constitute a waiver of or otherwise affect the right of the Issuing Authority or the Town to take any action permitted by this Renewal License at any other time in the event that such breach has not been cured, or with respect to any other breach by the Licensee.

## ARTICLE 12

### SUBSCRIBER RIGHTS AND CONSUMER PROTECTION

#### Section 12.1 – TELEPHONE ACCESS

- (a) The Licensee shall maintain sufficient customer service representatives in its main customer service call centers in order to answer all Subscriber calls, in compliance with the FCC's Customer Service Obligations at 47 C.F.R. §76.309, attached hereto as **Exhibit 11**, during Normal Business Hours, as defined therein.
- (b) The Licensee's main customer service office(s) shall have a local telephone connection for Boxford subscribers.
- (c) Pursuant to 47 C.F.R. §76.309(c)(1)(B), under Normal Operating Conditions, as defined, telephone answer time by a customer service representative, including wait time, shall not exceed thirty (30) seconds when the connection is made. If the call needs to be transferred, transfer time shall not exceed thirty (30) seconds. Said standards shall be met no less than ninety percent (90%) of the time under Normal Operating Conditions, measured on a quarterly basis.
- (d) A Subscriber shall receive a busy signal less than three (3%) of the time, measured on a quarterly basis, under normal operating conditions.
- (e) The Licensee will not be required to acquire equipment or perform surveys to measure compliance with the telephone answering standards in 47 C.F.R. §76.309 unless an historical record of Complaints indicates a clear failure to comply.

#### Section 12.2 - CUSTOMER SERVICE CALL CENTERS

- (a) The Licensee shall maintain and operate its customer service call centers twenty-four (24) hours a day, seven (7) days a week, including holidays. The Licensee reserves the right to modify its business operations with regard to such customer service call centers. The Licensee shall comply with all State and federal requirements pertaining to the hours of operation of such customer service call centers.
- (b) In the event that the Licensee does not maintain and operate its customer service call center telephone access lines twenty-four (24) hours a day, seven (7) days a week, the Licensee shall maintain a telephone answering service to handle Subscriber inquiries, complaints and emergencies, and provide proper referral regarding billing and other Subscriber information. The Licensee shall log all such after-hours calls. Said answering service shall (i) forward all inquiries and/or Complaints to the Licensee the morning of the next business day and (ii) inform each Subscriber calling that his or her Complaint will be referred to the Licensee's Customer Service Department for response. If requested, or reasonably warranted by the reported nature of the Subscriber's problem or inquiry, the Licensee shall promptly contact each individual Subscriber to follow-up on their individual problem and/or inquiry.

### **Section 12.3 - INSTALLATION VISITS-SERVICE CALLS-RESPONSE TIME**

- (a) The Licensee shall provide Cable Service(s) in all areas of the Town to those residents who requested Service within seven (7) days of said request.
- (b) In arranging appointments for either installation visits or service calls, the Licensee shall specify to the resident or Subscriber in advance whether said installation visit or service call will occur in the morning afternoon, or, if applicable, evening. The Licensee shall make reasonable efforts to install at times convenient to Subscribers (including times other than (9:00 a.m. to 5:00 p.m. weekdays). The Licensee shall give priority for next day or the next available time installation or service appointments to Subscribers who cannot be scheduled within the aforementioned time periods. Failure to install cable or make the service call as scheduled shall require the Licensee to offer automatically a priority cable installation or service call to the affected resident or Subscriber at a time mutually agreeable to the Licensee and said resident or Subscriber, but in no case later than three (3) days following the initial installation or service call date, unless mutually agreed to otherwise by said Subscriber and the Licensee.
- (c) The Licensee shall make installation and service calls to its Subscribers from 9:00 AM to 5:00 PM and from 5:00 PM to 7:00 PM for service calls only, daylight permitting Monday through Friday and from 9:00 AM to 5:00 PM on Saturday. The Licensee shall not change said service call hours without first notifying the Issuing Authority of said changes thirty (30) days in advance.
- (d) For all requests for service or repair that are received during Normal Business Hours, the Licensee shall handle them on the same day, if possible, provided that said service complaint or request for service is received by 2:00 P.M.; provided, however, that in all instances, requests for service calls shall be responded to within forty-eight (48) hours of said original call. Verification of the problem and resolution shall occur as promptly as possible.
- (e) A Subscriber Complaint or request for service received after regular business hours, as defined in Section 12.1 above, shall be acted upon the next business day. Verification of the problem and resolution shall occur as promptly as possible.
- (f) The Licensee shall ensure that there are stand-by technicians on-call at all times after normal business hours. The answering service shall be required to notify the stand-by technician(s) of (i) any emergency situations and/or (ii) an outage as described in Section 12.3(g) below.
- (g) System outages shall be responded to promptly, twenty-four (24) hours a day by technical personnel. For purposes of this section, an outage shall be considered to occur when three (3) or more calls are received from any one neighborhood, concerning such an outage, or when the Licensee has reason to know of such an outage.
- (h) The Licensee shall remove all Subscriber Drop Cables, within ten (10) business days of receiving a request from a Subscriber to do so.

### **Section 12.4 - FCC CUSTOMER SERVICE OBLIGATIONS**

The Licensee shall comply with the FCC's Customer Service Obligations, codified at 47 U.S.C. Section 76.309, which standards are attached hereto, and made a part hereof, as **Exhibit 11**.

## **Section 12.5 - BUSINESS PRACTICE STANDARDS**

The Licensee shall provide the Issuing Authority, the Division and all of its Subscribers with the following information in accordance with 207 CMR 10.00 et seq., attached hereto as **Exhibit 10** and made a part hereof, as the same may exist or as may be amended from time to time:

- (i) Notification of its Billing Practices;
- (ii) Notification of Services, Rates and Charges;
- (iii) Form of Bill
- (iv) Advance Billing, Issuance of Bills;
- (v) Billing Due Dates, Delinquency, Late Charges and Termination of Service;
- (vi) Charges for Disconnection or Downgrading of Service;
- (vii) Billing Disputes; and
- (viii) Security Deposits.

## **Section 12.6 - COMPLAINT RESOLUTION PROCEDURES**

(a) The Licensee shall establish a procedure for resolution of Complaints by Subscribers.

(b) Upon reasonable notice, the Licensee shall expeditiously investigate and resolve all Complaints regarding the quality of Service, equipment malfunctions and similar matters. In the event that a Subscriber is aggrieved, the Issuing Authority shall be responsible for receiving and acting upon such Subscriber Complaints and/or inquiries, as follows:

(i) Upon the written request of the Issuing Authority, subject to applicable privacy laws, the Licensee shall, within ten (10) business days after receiving such request, send a written report to the Issuing Authority with respect to any Complaint. Such report shall provide a full explanation of the investigation, finding and corrective steps taken by the Licensee.

(ii) Should a Subscriber have an unresolved Complaint regarding cable television operations, the Subscriber shall be entitled to file his or her Complaint with the Issuing Authority or his designee(s), who shall have primary responsibility for the continuing administration of this Renewal License and the implementation of Complaint procedures. The Subscriber shall thereafter meet jointly with the Issuing Authority and/or its designee(s) and a representative of the Licensee, within thirty (30) days of the Subscriber's filing of his or her Complaint, in order to fully discuss and resolve such matter. The Licensee shall notify each new Subscriber, at the time of initial installation of Cable Service, of the procedures for reporting and resolving all of such Complaints, and annually to all Subscribers.

(c) Notwithstanding the foregoing and subject to applicable privacy laws, if the Issuing Authority or its designee(s) determines it to be in the public interest, the Issuing Authority or its designee(s) may investigate any multiple Complaints or disputes brought by Subscribers arising from the operations of the Licensee.

### **Section 12.7 - REMOTE CONTROL DEVICES**

The Licensee shall allow its Subscribers to purchase, from legal and authorized parties other than the Licensee, own, utilize and program remote control devices which are compatible with the Converter(s) provided by the Licensee. The Licensee takes no responsibility for changes in its equipment which might make inoperable the remote control devices acquired by Subscribers.

### **Section 12.8 - EMPLOYEE IDENTIFICATION CARDS**

All of the Licensee's employees entering upon private property, in connection with the construction, upgrade, installation, maintenance and/or operation of the Cable System, including repair and sales personnel, shall be required to carry an employee identification card issued by the Licensee and bearing a picture of said employee. If such employee(s) is not carrying such a photo-identification card and, as a result, is not admitted to a Subscriber's home, such visit shall be deemed to be a missed service visit by the Licensee.

### **Section 12.9 - PROTECTION OF SUBSCRIBER PRIVACY**

- (a) The Licensee shall respect the rights of privacy of every Subscriber of the Cable Television System and shall not violate such rights through the use of any device or Signal associated with the Cable Television System, and as hereafter provided.
- (b) The Licensee shall comply with all privacy provisions contained in this Article 12 and all other applicable federal and State laws including, but not limited to, the provisions of Section 631 of the Cable Act.
- (c) The Licensee shall be responsible for carrying out and enforcing the Cable System's privacy policy, and shall at all times maintain adequate physical, technical and administrative security safeguards to ensure that personal subscriber information is handled and protected strictly in accordance with this policy.

### **Section 12.10 - PRIVACY WRITTEN NOTICE**

At the time of entering into an agreement to provide any cable service or other service to a subscriber, and annually thereafter to all Cable System Subscribers, the Licensee shall provide Subscribers with written notice, as required by Section 631(a)(1) of the Cable Act, which, at a minimum, clearly and conspicuously explains the Licensee's practices regarding the collection, retention, uses, and dissemination of personal subscriber information, and describing the Licensee's policy for the protection of subscriber privacy.

### **Section 12.11 - MONITORING**

(a) Unless otherwise required by court order, neither the Licensee nor its agents nor the Town nor its agents shall tap, monitor, arrange for the tapping or monitoring, or permit any other Person to tap or monitor, any cable, line, Signal, input device, or subscriber Outlet or receiver for any purpose, without the prior written authorization of the affected Subscriber); provided, however, that the Licensee may conduct systemwide or individually addressed "sweeps" solely for the purpose of verifying System integrity, checking for illegal taps, controlling return-path transmission, billing for pay Services or monitoring channel usage in a manner not inconsistent with the Cable Act. The Licensee shall report to the affected parties and the Issuing Authority any instances of monitoring or tapping of the Cable Television System, or any part thereof, of which it has knowledge, whether or not such activity has been authorized by the Licensee.

(b) The Licensee shall not record or retain any information transmitted between a Subscriber or User and any third party, except as required for lawful business purposes. Pursuant to Section 631 (e) of the Cable Act, the Licensee shall destroy all subscriber information of a personal nature after a reasonable period of time except as authorized not to do so by the affected Subscriber.

#### **Section 12.12 - DISTRIBUTION OF SUBSCRIBER INFORMATION**

The Licensee shall not disclose personally identifiable information concerning any Subscriber without giving Subscribers an opportunity to prevent disclosure. Said opportunity to prevent disclosure shall be provided to each Subscriber annually through a written notice. A Subscriber shall have the right, at any time, to request the Licensee not to disclose to any third party data identifying the Subscriber either by name or address and the Licensee shall abide by this request

#### **Section 12.13 - POLLING BY CABLE**

No poll or other Upstream response of a Subscriber shall be conducted or obtained, unless (i) the program of which the Upstream response is a part shall contain an explicit disclosure of the nature, purpose and prospective use of the results of the poll or Upstream response, and (ii) the program has an informational, entertainment or educational function which is self-evident. The Licensee or its agents shall release the results of upstream responses only in the aggregate and without individual references.

#### **Section 12.14 - INFORMATION WITH RESPECT TO VIEWING HABITS AND SUBSCRIPTION DECISIONS**

Except as permitted by Section 631 of the Cable Act, or pursuant to a court order, neither the Licensee nor its agents nor its employees shall make available to any third party, including the Town, information concerning the viewing habits or subscription package decisions of any individual Subscriber. If a court authorizes or orders such disclosure, the Licensee shall notify the Subscriber not less than fourteen (14) calendar days prior to disclosure, unless such notification is otherwise prohibited by applicable law or the court.



**Section 12.15 - SUBSCRIBER'S RIGHT TO INSPECT AND VERIFY INFORMATION**

- (a) The Licensee shall make available for inspection by a Subscriber at a reasonable time and place all personal subscriber information that the Licensee maintains regarding said Subscriber.
- (b) A Subscriber may obtain from the Licensee a copy of any or all of the personal subscriber information regarding him or her maintained by the Licensee. The Licensee may require a reasonable fee for making said copy.
- (c) A Subscriber may challenge the accuracy, completeness, retention, use or dissemination of any item of personal subscriber information. Such challenges and related inquiries about the handling of subscriber information shall be directed to the Licensee's General Manager. The Licensee shall change any such information upon a reasonable showing by any Subscriber that such information is inaccurate.

**Section 12.16 - PRIVACY STANDARDS REVIEW**

The Issuing Authority and the Licensee shall periodically review this Article 12 to determine that it effectively addresses appropriate concerns about privacy. This Article may be amended periodically by agreement of the Issuing Authority and the Licensee.

## **ARTICLE 13**

### **REPORTS, AUDITS AND PERFORMANCE TESTS**

#### **Section 13.1 – GENERAL**

(a) Upon written request of the Issuing Authority, the Licensee shall promptly submit to the Town any information regarding the Licensee, its business and operations, and/or any Affiliated Person, with respect to the Cable System, in such form and containing such detail as may be reasonably specified by the Town pertaining to the subject matter of this Renewal License which may be reasonably required to establish the Licensee's compliance with its obligations pursuant to this Renewal License.

(b) If the Licensee believes that the documentation requested by the Issuing Authority involves proprietary information, then the Licensee shall submit the information to its counsel, who shall confer with the Town Counsel for a determination of the validity of the Licensee's claim of a proprietary interest. In the event of a disagreement, the parties shall submit the matter to an appropriate appellate entity.

#### **Section 13.2 - FINANCIAL REPORTS**

(a) Upon written request, not later than one hundred twenty (120) days after the end of the Licensee's fiscal year, the Licensee shall furnish the Issuing Authority and/or its designee(s) with Cable Division Forms 200 showing a balance sheet sworn to by the Licensee's authorized financial representative. Said forms shall contain such financial information as required by applicable law.

(b) The Licensee shall provide any other reports required by State and/or federal law.

#### **Section 13.3 - CABLE SYSTEM INFORMATION**

Upon written request, the Licensee shall file annually with the Issuing Authority a statistical summary of the operations of the Cable System. Said report shall include (i) the number of Basic Service Subscribers, (ii) the number of dwelling units passed and (iii) the number of plant miles in construction or completed. The Licensee may submit such information subject to Section 13.1 (b) and shall be considered proprietary.

#### **Section 13.4 - IN-HOUSE TELEPHONE REPORTS**

To establish the Licensee's compliance with the requirements of Sections 12.1 and 12.4 of this Renewal License, the Licensee shall provide, upon written request of the Issuing Authority but not more than semi-annually, the Issuing Authority with a report of regional telephone traffic, generated from an in-house automated call accounting or call tracking system, covering Subscriber calls to the Licensee. Said reports shall include the following information and any other information that may be required by applicable law(s): (i) confirmation that, under Normal

Operating Conditions, telephone answer time by a customer representative, including wait time, shall not exceed thirty (30) seconds when the connection is made (which standard shall be met no less than ninety percent (90%) of the time under Normal Operating Conditions, measured on a quarterly basis); and (ii) confirmation that, under Normal Operating Conditions, the customer will receive a busy signal less than three percent (3%) of the time.

### **Section 13.5 - SUBSCRIBER COMPLAINT REPORT**

In accordance with the regulations of the Cable Division, the Licensee shall submit a completed copy of Cable Division Form 500, attached hereto as **Exhibit 12**, to the Issuing Authority, or its designee(s), as required by the Cable Division. The Licensee shall record all written and verbal Complaints of its Subscribers in accordance with Cable Division regulations and/or the Form 500.

### **Section 13.6 - ANNUAL PERFORMANCE TESTS**

Upon written request of the Issuing Authority, the Licensee shall provide copies of performance tests to the Issuing Authority in accordance with FCC regulations, as set out in 47 C.F.R. §76.601 et seq.

### **Section 13.7 - DUAL FILINGS**

(a) In accordance with applicable law, upon the Issuing Authority's written request the Licensee shall make available to the Town at the Licensee's expense, copies of any petitions or communications with any State or federal agency or Commission pertaining to any material aspect of the Cable System operation hereunder.

(b) To the extent required by applicable law, in the event that either the Issuing Authority or the Licensee requests from any State or federal agency or commission a waiver or advisory opinion, it shall immediately notify the other party in writing of said request, petition or waiver.

### **Section 13.8 - INVESTIGATION**

Subject to applicable law and regulation, the Licensee and any Affiliated Person(s) shall cooperate fully and faithfully with any lawful investigation, audit or inquiry conducted by a Town governmental agency; provided, however, that any such investigation, audit or inquiry is for the purpose of establishing the Licensee's compliance with its obligations pursuant to this Renewal License.

**ARTICLE 14**  
**EMPLOYMENT**

**Section 14.1 – EQUAL EMPLOYMENT OPPORTUNITY**

The Licensee shall be an Equal Opportunity Employer adhering to all federal, State and/or local laws and regulations.

**Section 14.2 - NON-DISCRIMINATION**

The Licensee shall adhere to all federal and State laws prohibiting discrimination in employment practices.

## **ARTICLE 15**

### **MISCELLANEOUS PROVISIONS**

#### **Section 15.1 – ENTIRE AGREEMENT**

This instrument contains the entire agreement between the parties, supercedes all prior agreements or proposals except as specifically incorporated herein, and cannot be changed orally but only by an instrument in writing executed by the parties.

#### **Section 15.2 - CAPTIONS**

The captions to sections throughout this Renewal License are intended solely to facilitate reading and reference to the sections and provisions of the Renewal License. Such captions shall not affect the meaning or interpretation of the Renewal License.

#### **Section 15.3 - SEPARABILITY**

If any section, sentence, paragraph, term or provision of this Renewal License is determined to be illegal, invalid or unconstitutional, by any court of competent jurisdiction or by any State or federal regulatory agency having jurisdiction thereof, such determination shall have no effect on the validity of any other section, sentence, paragraph, term or provision hereof, all of which shall remain in full force and effect for the term of this Renewal License.

#### **Section 15.4 - ACTS OR OMISSIONS OF AFFILIATES**

During the term of this Renewal License, the Licensee shall be liable for the acts or omission of its Affiliates while such Affiliates are involved directly or indirectly in the construction, upgrade, installation, maintenance or operation of the Cable System as if the acts or omissions of such Affiliates were the acts or omissions of the Licensee.

#### **Section 15.5 - RENEWAL LICENSE EXHIBITS**

The Exhibits to this Renewal License, attached hereto, and all portions thereof, are incorporated herein by this reference and expressly made a part of this Renewal License.

#### **Section 15.6 - WARRANTIES**

The Licensee warrants, represents and acknowledges, and agrees that at or before the Execution Date of this Renewal License, the Licensee shall submit to the Issuing Authority, in a form reasonably acceptable to the Town Counsel, an appropriate document evidencing its warranties, that, as of the Execution Date of this Renewal License:

(i) The Licensee is duly organized in Massachusetts, validly existing and in good standing under the laws of the State;

(ii) The Licensee has the requisite power and authority under applicable law and its by-laws and articles of incorporation and/or other organizational documents, is authorized by resolutions of its Board of Directors or other governing body, and has secured all consents which are required to be obtained as of the Effective Date of this Renewal License, to enter into and legally bind the Licensee to this Renewal License and to take all actions necessary to perform all of its obligations pursuant to this Renewal License;

(iii) This Renewal License is enforceable against the Licensee in accordance with the provisions herein, subject to applicable State and federal law; and

(iv) There is no action or proceeding pending or threatened against the Licensee which would interfere with its performance of this Renewal License.

#### **Section 15.7 - FORCE MAJEURE**

If by reason of force majeure either party is unable in whole or in part to carry out its obligations hereunder, said party shall not be deemed in violation or default during the continuance of such inability. The term "force majeure" as used herein shall mean the following: acts of God; acts of public enemies; orders of any kind of the government of the United States of America or of the State or any of their departments, agencies, political subdivision, or officials, or any civil or military authority; insurrections; riots; epidemics; landslides; lightening; earthquakes; fires; hurricanes; volcanic activity; storms; floods; washouts; droughts; civil disturbances; explosions; strikes; and unavailability of essential equipment, services and/or materials and/or other matters beyond the control of the Issuing Authority, the Town or the Licensee.

#### **Section 15.8 - REMOVAL OF ANTENNAS**

The Licensee shall not remove any television antenna of any Subscriber but shall offer, at the Licensee's costs for labor and materials, to said Subscriber, and maintain, an adequate switching device ("A/B Switch") to allow said Subscriber to choose between cable and non-cable television reception.

#### **Section 15.9 - SUBSCRIBER TELEVISION SETS**

Pursuant to M.G.L. Chapter 166A., Section 5(d), the Licensee shall not engage directly or indirectly in the business of selling or repairing television or radio sets; provided, however, that the Licensee may make adjustments to television sets in the course of normal maintenance.

#### **Section 15.10 - STATEMENT OF THE LICENSEE**

At or before the Execution Date of this Renewal License, the Licensee shall submit to the Issuing Authority, or its designee, a statement from the Licensee's Chief Executive Officer (or equivalent), stating that, as of the Execution Date of this Renewal License, pursuant to Section 625(f) of the Cable Act, the performance of all terms and conditions in this Renewal License is commercially practicable.

#### **Section 15.11 - APPLICABILITY OF RENEWAL LICENSE**

All of the provisions in this Renewal License shall apply to the Town, the Licensee, and their respective successors and assignees.

#### **Section 15.12 - NOTICES**

(a) Every notice to be served upon the Issuing Authority shall be delivered, or sent by certified mail (postage prepaid) to the Board of Selectmen, Town of Boxford, Town Hall, 7A Spofford Road, Boxford, Massachusetts 01921, with one (1) copy to the Town Counsel, and one (1) copy to the Cable Advisory Committee at the Boxford Town Hall, or such other address as the Issuing Authority may specify in writing to the Licensee. The delivery shall be equivalent to direct personal notice, direction or order, and shall be deemed to have been given at the time of receipt.

(b) Every notice served upon the Licensee shall be delivered or sent by certified mail (postage prepaid to the following address or such other address as the Licensee may specify in writing to the Issuing Authority. The delivery shall be equivalent to direct personal notice, direction or order, and shall be deemed to have been given at the time of receipt.

Comcast Cable Communications, Inc.  
Attn: Director of Government & Community Relations  
4 Lyberty Way  
Westford, Massachusetts 01886

with copies to:

Comcast  
Vice-President of Government Relations  
676 Island Pond Road  
Manchester, New Hampshire 03109

Comcast Cable Communications, Inc.  
Attention: Government Affairs Department  
1500 Market Street  
Philadelphia, Pennsylvania 19102

(c) Whenever notice of any public meeting relating to the Cable System is required by law, regulation or this Renewal License, the Issuing Authority or its designee shall publish notice of the same, sufficient to identify its time, place and purpose, in a Boxford or other newspaper of general circulation once in each of two (2) successive weeks, the first publication being not less than fourteen (14) days before the day of any such hearing. The Issuing Authority or its designee shall

also identify hearing(s) by periodic announcement on a community bulletin board channel between the hours of seven (7:00) PM and nine (9:00) PM for five (5) consecutive days during each such week. Such notice shall also state the purpose of the hearing, the location of the hearing and the availability of relevant written information.

(d) Subject to subsection (b) above, all required notices shall be in writing.

#### **Section 15.13 - NO RECOURSE AGAINST THE ISSUING AUTHORITY**

In accordance with Section 635A(a) of the Cable Act, the Licensee shall have no recourse whatsoever against the Issuing Authority, the Town and/or its officials, boards, commissions, committees, advisors, designees, agents, and/or its employees other than injunctive relief or declaratory relief, arising out of any provision or requirements of the Renewal License or because of enforcement of the Renewal License.

#### **Section 15.14 - TOWN'S RIGHT OF INTERVENTION**

The Town hereby reserves to itself, and the Licensee acknowledges the Town's right as authorized by applicable law or regulation to intervene in any suit, action or proceeding involving this Renewal License, or any provision in this Renewal License. The Licensee reserves the right to contest such intervention.

#### **Section 15.15 - TERM**

All obligations of the Licensee and the Issuing Authority set forth in the Renewal License shall commence upon the execution of this Renewal License and shall continue for the term of the Renewal License, except as expressly provided for otherwise herein.



**EXHIBIT 1**

**INSTITUTIONAL NETWORK BUILDINGS**

**Public School Buildings:**

Cole School

Spofford School

Masconomet Regional Jr. & Sr. High School

**Municipal Buildings:**

New Town Hall – 7A Spofford Rd

Community Center

Police/Communications Stations

East Library

Lincoln Hall

**EXHIBIT 2**

**INSTITUTIONAL NETWORK DATA TRANSMISSION CAPABLE BUILDINGS**

**Public School Buildings:**

Cole School

Spofford School

Masconomet Regional Jr. & Sr. High School

**Municipal Buildings:**

New Town Hall – 7A Spofford Rd

Old Town Hall – 28 Middleton Rd

Community Center

East Village Fire Station

West Village Fire Station

Police/Communications Stations

East Library

West Library

Highway Building

Lincoln Hall

### EXHIBIT 3

## FCC TECHNICAL SPECIFICATIONS

TITLE 47—TELECOMMUNICATION  
CHAPTER I—FEDERAL COMMUNICATIONS COMMISSION  
PART 76—MULTICHANNEL VIDEO AND CABLE TELEVISION SERVICE

**§ 76.605 Technical standards.**

(a) As of December 30, 1992, unless otherwise noted, the following requirements apply to the performance of a cable television system as measured at any subscriber terminal with a matched impedance at the termination point or at the output of the modulating or processing equipment (generally the headend) of the cable television system or otherwise as noted. The requirements are applicable to each NTSC or similar video downstream cable television channel in the system:

(1)(i) The cable television channels delivered to the subscriber's terminal shall be capable of being received and displayed by TV broadcast receivers used for off-the-air reception of TV broadcast signals, as authorized under part 73 of this chapter; and

(ii) Cable television systems shall transmit signals to subscriber premises equipment on frequencies in accordance with the channel allocation plan set forth in the Electronics Industries Association's "Cable Television Channel Identification Plan, EIA IS-132, May 1994" (EIA IS-132). This incorporation by reference was approved by the Director of the Federal Register in accordance with 5 U.S.C. 522(a) and 1 CFR Part 51. Cable systems are required to use this channel allocation plan for signals transmitted in the frequency range 54 MHz to 1002 MHz. This incorporation by reference was approved by the Director of the Federal Register in accordance with 5 U.S.C. 522(a) and 1 CFR Part 51. Copies of EIA IS-132 may be obtained from: Global Engineering Documents, 2805 McGraw Ave., Irvine CA 92714. Copies of EIA IS-132 may be inspected during normal business hours at the following locations: Federal Communications Commission, 1919 M Street, NW, Dockets Branch (Room 239), Washington, DC, or the Office of the Federal Register, 800 North Capitol Street, NW., suite 700, Washington, DC. This requirement is applicable on May 31, 1995, for new and re-built cable systems, and on June 30, 1997, for all cable systems.

(2) The aural center frequency of the aural carrier must be  $4.5 \text{ MHz} \pm 5 \text{ kHz}$  above the frequency of the visual carrier at the output of the modulating or processing equipment of a cable television system, and at the subscriber terminal.

(3) The visual signal level, across a terminating impedance which correctly matches the internal impedance of the cable system as viewed from the subscriber terminal, shall not be less than 1 millivolt across an internal impedance of 75 ohms (0 dBmV). Additionally, as measured at the end of a 30 meter (100 foot) cable drop that is connected to the subscriber tap, it shall not be less than 1.41 millivolts across an internal impedance of 75 ohms (+3 dBmV). (At other impedance values, the minimum visual signal level, as viewed from the subscriber terminal, shall be the square root of  $0.0133 (Z)$  millivolts and, as measured at the end of a 30 meter (100 foot) cable drop that is connected to the subscriber tap, shall be 2 times the square root of  $0.00662(Z)$  millivolts, where  $Z$  is the appropriate impedance value.)

(4) The visual signal level on each channel, as measured at the end of a 30 meter cable drop that is connected to the subscriber tap, shall not vary more than 8 decibels within any six-month interval, which must include four tests performed in six-hour increments during a 24-hour period in July or August and during a 24-hour period in January or February, and shall be maintained within:

(i) 3 decibels (dB) of the visual signal level of any visual carrier within a 6 MHz nominal frequency separation;

(ii) 10 dB of the visual signal level on any other channel on a cable television system of up to 300 MHz of cable distribution system upper frequency limit, with a 1 dB increase for each additional 100 MHz of cable distribution system upper frequency limit (e.g., 11 dB for a system at 301-400 MHz; 12 dB for a system at 401-500 MHz, etc.); and

(iii) A maximum level such that signal degradation due to overload in the subscriber's receiver or terminal does not occur.

(5) The rms voltage of the aural signal shall be maintained between 10 and 17 decibels below the associated visual signal level. This requirement must be met both at the subscriber terminal and at the output of the modulating and processing equipment (generally the headend). For subscriber terminals that use equipment which modulate and

- remodulate the signal (e.g., baseband converters), the rms voltage of the aural signal shall be maintained between 6.5 and 17 decibels below the associated visual signal level at the subscriber terminal.
- (6) The amplitude characteristic shall be within a range of  $\pm 2$  decibels from 0.75 MHz to 5.0 MHz above the lower boundary frequency of the cable television channel, referenced to the average of the highest and lowest amplitudes within these frequency boundaries.
- (i) Prior to December 30, 1999, the amplitude characteristic may be measured after a subscriber tap and before a converter that is provided and maintained by the cable operator.
- (ii) As of December 30, 1999, the amplitude characteristic shall be measured at the subscriber terminal.
- (7) The ratio of RF visual signal level to system noise shall be as follows:
- (i) From June 30, 1992, to June 30, 1993, shall not be less than 36 decibels.
- (ii) From June 30, 1993 to June 30, 1995, shall not be less than 40 decibels.
- (iii) As of June 30, 1995, shall not be less than 43 decibels.
- (iv) For class I cable television channels, the requirements of paragraphs (a)(7)(i), (a)(7)(ii) and (a)(7)(iii) of this section are applicable only to:
- (A) Each signal which is delivered by a cable television system to subscribers within the predicted Grade B contour for that signal;
- (B) Each signal which is first picked up within its predicted Grade B contour;
- (C) Each signal that is first received by the cable television system by direct video feed from a TV broadcast station, a low power TV station, or a TV translator station.
- (8) The ratio of visual signal level to the rms amplitude of any coherent disturbances such as intermodulation products, second and third order distortions or discrete-frequency interfering signals not operating on proper offset assignments shall be as follows:
- (i) The ratio of visual signal level to coherent disturbances shall not be less than 51 decibels for noncoherent channel cable television systems, when measured with modulated carriers and time averaged; and
- (ii) The ratio of visual signal level to coherent disturbances which are frequency-coincident with the visual carrier shall not be less than 47 decibels for coherent channel cable systems, when measured with modulated carriers and time averaged.
- (9) The terminal isolation provided to each subscriber terminal:
- (i) Shall not be less than 18 decibels. In lieu of periodic testing, the cable operator may use specifications provided by the manufacturer for the terminal isolation equipment to meet this standard; and
- (ii) Shall be sufficient to prevent reflections caused by open-circuited or short-circuited subscriber terminals from producing visible picture impairments at any other subscriber terminal.
- (10) The peak-to-peak variation in visual signal level caused by undesired low frequency disturbances (hum or repetitive transients) generated within the system, or by inadequate low frequency response, shall not exceed 3 percent of the visual signal level. Measurements made on a single channel using a single unmodulated carrier may be used to demonstrate compliance with this parameter at each test location.
- (11) As of June 30, 1995, the following requirements apply to the performance of the cable television system as measured at the output of the modulating or processing equipment (generally the headend) of the system:
- (i) The chrominance-luminance delay inequality (or chroma delay), which is the change in delay time of the chrominance component of the signal relative to the luminance component, shall be within 170 nanoseconds.
- (ii) The differential gain for the color subcarrier of the television signal, which is measured as the difference in amplitude between the largest and smallest segments of the chrominance signal (divided by the largest and expressed in percent), shall not exceed  $\pm 20\%$ .
- (iii) The differential phase for the color subcarrier of the television signal which is measured as the largest phase difference in degrees between each segment of the chrominance signal and reference segment (the segment at the blanking level of 0 IRE), shall not exceed  $\pm 10$  degrees.
- (12) As an exception to the general provision requiring measurements to be made at subscriber terminals, and without regard to the type of signals carried by the cable television system, signal leakage from a cable television system shall be measured in accordance with the procedures outlined in § 76.609(h) and shall be limited as follows:

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Frequencies	Signal leakage limit (micro-volt/ meter)	Distance in meters (m)
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Less than and including 54 MHz, and over 216 MHz	15	30
Over 54 up to and including 216 MHz	20	3

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(b) Cable television systems distributing signals by using methods such as nonconventional coaxial cable techniques, noncoaxial copper cable techniques, specialized coaxial cable and fiber optical cable hybridization techniques or specialized compression techniques or specialized receiving devices, and which, because of their basic design, cannot comply with one or more of the technical standards set forth in paragraph (a) of this section, may be permitted to operate: Provided, That an adequate showing is made pursuant to § 76.7 which establishes that the public interest is benefited. In such instances, the Commission may prescribe special technical requirements to ensure that subscribers to such systems are provided with an equivalent level of good quality service.

**Note 1:** Local Issuing authorities of systems serving fewer than 1000 subscribers may adopt standards less stringent than those in § 76.605(a). Any such agreement shall be reduced to writing and be associated with the system's proof-of-performance records.

**Note 2:** For systems serving rural areas as defined in § 76.5, the system may negotiate with its local Issuing authority for standards less stringent than those in §§ 76.605(a)(3), 76.605(a)(7), 76.605(a)(8), 76.605(a)(10) and 76.605(a)(11). Any such agreement shall be reduced to writing and be associated with the system's proof-of-performance records.

**Note 3:** The requirements of this section shall not apply to devices subject to the provisions of §§ 15.601 through 15.626.

**Note 4:** Should subscriber complaints arise from a system failing to meet § 76.605(a)(6) prior to December 30, 1999, the cable operator will be required to provide a converter that will allow the system to meet the standard immediately at the complaining subscriber's terminal. Further, should the problem be found to be system-wide, the Commission may order all converters on the system be changed to meet the standard.

**Note 5:** Should subscriber complaints arise from a system failing to meet § 76.605(a)(10), the cable operator will be required to remedy the complaint and perform test measurements on § 76.605(a)(10) containing the full number of channels as indicated in § 76.601(b)(2) at the complaining subscriber's terminal. Further, should the problem be found to be system-wide, the Commission may order that the full number of channels as indicated in § 76.601(b)(2) be tested at all required locations for future proof-of-performance tests.

**Note 6:** No State or Issuing authority may prohibit, condition, or restrict a cable system's use of any type of subscriber equipment or any transmission technology.

[37 FR 3278, Feb. 12, 1972, as amended at 37 FR 13867, July 14, 1972; 40 FR 2690, Jan. 15, 1975; 40 FR 3296, Jan. 21, 1975; 41 FR 53028, Dec. 3, 1976; 42 FR 21782, Apr. 29, 1977; 47 FR 21503, May 18, 1982; 50 FR 52466, Dec. 24, 1985; 51 FR 1255, Jan. 10, 1986; 52 FR 22461, June 12, 1987; 57 FR 11002, Apr. 1, 1992; 57 FR 61010, Dec. 23, 1992; 58 FR 44952, Aug. 25, 1993; 59 FR 25342, May 16, 1994; 61 FR 18510, Apr. 26, 1996; 61 FR 18978, Apr. 30, 1996; 65 FR 53616, Sept. 5, 2000]

**EXHIBIT 4**

**PROGRAMMING**

The Licensee shall provide the following broad categories of Video Programming:

- + News Programming;
- + Sports Programming;
- + Public Affairs Programming;
- + Children's Programming;
- + Entertainment Programming; and
- + Local Programming.

**EXHIBIT 5**

**FREE DROPS AND MONTHLY SERVICE TO PUBLIC NON-SCHOOL BUILDINGS**

The following public buildings and non-profit organizations shall continue to receive the following Drops and/or Outlets and the monthly Basic Service at no charge:

**Municipal Buildings:**

New Town Hall – 7A Spofford Rd

Old Town Hall – 28 Middleton Rd

Community Center

East Village Fire Station

West Village Fire Station

Police/Communications Stations

East Library

West Library

Highway Building

Lincoln Hall

\* And any new public buildings along the cable route.

**EXHIBIT 6**

**FREE DROPS AND MONTHLY SERVICE TO SCHOOLS\***

**Public School Buildings:**

Cole School

Spofford School

Masconomet Regional Jr. & Sr. High School

\* And any new public buildings along the cable route.



**EXHIBIT 7**

**GROSS ANNUAL REVENUES REPORTING FORM**

Company: **Comcast of Massachusetts I, Inc.**

Municipality: **Boxford**

Quarterly Revenue Period: \_\_\_\_\_

Calendar Year: \_\_\_\_\_

**Totals by Service:**

Basic Service Revenue	\$ [enter amount]
Pay Service Revenue <sup>1</sup>	\$ [enter amount]
Other Unregulated Revenue <sup>2</sup>	\$ [enter amount]
Digital Revenue	\$ [enter amount]
<b>Subtotal:</b>	<b>\$ [enter subtotal]</b>

**Totals by Non Service:**

License Fees	\$ enter amount]
Fee-on-Fee Revenues	\$ enter amount]
Less Bad Debt/Add Bad Debt Paid	\$[enter amount]
<b>Subtotal:</b>	<b>\$[enter subtotal]</b>

Total Gross Revenue	\$[enter total]
---------------------	-----------------

PEG Access Fee (2% or 2.5% or 3%)	\$[enter % of total]
-----------------------------------	----------------------

<b>License Fee Due</b>	<b><u>\$[enter total due]</u></b>
------------------------	-----------------------------------

1 – Pay Service includes all Pay Channels and Pay Per View Movie/Event revenue.

2 – Other Unregulated includes converter, remote, installation, TV Guide, wire maintenance and other misc. billing adjustments.

Authorized Comcast Representative:

\_\_\_\_\_

Date:

## EXHIBIT 8

### EXISTING PEG ACCESS/LO EQUIPMENT LIST

Location	Tag #	Qty	Description	Manufacturer	Model	Serial	
Playback		1	Tripods	Miller	20, Series 2	N/A	
Playback		1	Tripods	Miller	20, Series 2	N/A	
Playback		1	Battery Charger	Sony	BC-1WA	18570	
Playback		1	Battery Charger	Sony	BC-1WA	36674	
Playback		1	Mike Mixer 8 channel	Shure	SR101	N/A	
Studio		1	Color Monitor	Sony	PVM-1380	5001264	
Playback		1	Digital Video Mixer	Videonics	MX-I	MX033241	
Playback		1	Lavalier IMikes	Sony	ECM-44B	N/A	
Playback		1	Lavalier IMikes	Sony	ECM-44B	N/A	
Playback		1	Lavalier IMikes	Sony	ECM-44B	N/A	
Playback		1	PZM Counter Table Mikes	Crown	PZM 180	N/A	
Playback		1	PZM Counter Table Mikes	Crown	PZM 180	N/A	
Studio		1	Dockable Hi-8 Recorder	Sony	EVV-9000	10284	
Studio		1	Color Monitor	Philco	C3325C	58451311	
Studio		1	Camcorder Batteries	Aspen	NP-1B	N/A	
Studio		1	Camcorder Batteries	Aspen	NP-1B	N/A	
Studio		1	Camcorder Batteries	Aspen	NP-1B	N/A	
Studio		1	Camcorder Batteries	Aspen	NP-1B	N/A	
Studio		1	Battery Pack	Panasonic	PV-BP50		
Studio		1	Batter Pack	Panasonic	PV-BP50		
Studio		1	Microphone	Sony	ECM-55S		
Studio		1	Studio Camera Viewfinder- cam 1	Sony	DXF-40A	11209	
Studio		1	Studio Camera Viewfinder- cam 2	Sony	DXF-40A	10607	
Playback		1	Lavalier Mikes	Sony	ECM-44B	N/A	
Playback		1	Mike Mixer	Shure	M267	N/A	
Playback		1	Tripods	Bogen	3068	N/A	
Studio		1	Camera Adapter- cam 1	Sony	CA-325	14135	
Studio		1	Camera Tripods	Quickset	N/A	N/A	
Studio		1	Camera Tripods	Quickset	N/A	N/A	
Studio		1	Camera Tripods	Quickset	N/A	N/A	
Studio		1	Camera Adapter- cam 2	Sony	CA-325	12325	
Studio		1	Camera Adapter- cam 3	Sony	CA-325	12256	
Control Room		1	Color Monitor	Panasonic	CT-1384VY	LB71600037	
Control Room		1	¾" Record Deck	Sony	VP-9850	15551	
Control Room		1	SVHS Deck	Panasonic	AGDS555	ABTC00051	
Control Room		1	¾" Record Deck	Sony	VO-9800		
Control Room		1	Digital Time Base Corrector	For.A	FA-210	2435396	
Control Room		1	Editing Control Unit	Sony	RM-450	74288	
Control Room		1	Video switcher	Panasonic	WJ-220R		
Studio		1	Digital Time Base Corrector	For.A	FA-310	1441157	
control room		1	8 channel audio mixer	Sony	MPX-210	20109	
Studio		1	¾" Record Deck	Sony	VO-5850	12284	
Playback		1		Texscan	MSI	871	
Control Room		1	Char Gen Computer	Texscan	Magic Box	CDD-45	
Playback		1	Digital Video Mixer	Videonics	MX-I	MX033241	duplicate?
Playback		1	Portable 3/4" VCR	Sony	VO-6800	16725	
Playback		1	Portable 3/4" VCR	Sony	VO-6800	16718	
Playback		1	Porta-Brace Bags	Porta-Brace Bags	N/A	N/A	
Playback		1	Porta-Brace Bags	Porta-Brace Bags	N/A	N/A	
Studio		1	Hi-8 Camera	Sony	EVW-300	12112	
Studio		1	Video switcher	Panasonic	WJ-200R	37601310	

- Town of Boxford Cable Television Renewal License -

Playback		1	Telephone Amplifier System	Duophone	43277	AJ396N	
back		1	Color Camera	JVC	BY-110UP	15155455	
/back		1	Color Camera(Used for Parts)	JVC	BY-110UP	15155472	
Playback		1	Character Generator	Microgen	MCI 008	1649B	
Control Room		1	Digital Time Base Corrector	For A	FA-425	1441157	
Playback		1	Cassette Tape Player/Recorder	Tascam	102	240358-903	
Playback		1	Wireless hand mike 176.200mhz	Shure	SM58	226978286	
Playback		1	Wireless receiver 176.200mhz	Shure	VP3-CA	953700226	
Playback		1	Wireless hand mike 192.200MH	Shure	SM58	303980482	
Playback		1	Wireless receiver 192.200MH	Shure	VP3-CV	973500135	
Playback		1	Wireless hand mike 208.200mhz	Shure	SM58	303980483	
Playback		1	Wireless receiver 208.200mhz	Shure	VP3-CV	973600297	
Playback		1	Lavalier Xmitter 176.200mhz	Shure	N/A	N/A	
Studio	72	1	Camera adapter	Sony	CA-325	12256	
Control Room		1	Power Supply	Clear Com	PK-5	514303	
Studio		1	AC Camera Adapter	Sony	CMA-8	20096	
Control Room		1	AC Camera Adapter	Sony	CMA-8	21841	
Studio		1	Studio Camera	Sony	DXC-325	12459	
Studio		1	Studio Camera	Sony	DXC-325		
Studio		1	Studio Camera	Sony	DXC-325		
Studio		1	Viewfinder- cam 3	Sony	DXF325	12029	
Studio		1	Viewfinder	Sony	DXF-325		
Studio		1	Viewfinder	Sony	DXF-325		
Studio		1	Viewfinder- cam 3	Sony	DXF-40A	10738	
Control Room		1	3-Bay Video Monitors	Panasonic	WV-5203B	4100271	
Control Room		1	Color Monitor	Son	PVM1341	2003420	
Control Room	81	1	UPS	Triplite			
Control Room		1	Video Distribution Amplifier	Shintron	336	N/A	
Control Room		1	Special Effects Generator	JVC	KM2500	6550364	
/back		1	Shotgun Mikes	Audio-Technica	AT815A	N/A	
Control Room		1	Compact Disc Player	Sony	CDP-190	886328	
Control Room		1	AC Camera Adapter	Sony	CMA-8		
Control Room		1	Camera Control Unit	Sony			
Control Room		1	Camera Control Unit	Sony			
Control Room		1	Waveform/Vectorscope & Monitor	Tektronic	1740	B028448	
Control Room	90	1	Video switcher	Panasonic	WJ-220R	03K00643	
Control Room		1	AC Camera Adapter	Sony	CMA-8		
Control Room		1	Color Monitor	Sony	PVM1341	2003449	
Control Room		1	Stereo Amplifier	Realistic	SA-150	N/A	
Control Room		1	A/B Switch for edit controller	No Name			
Control Room		1	Speaker	Realistic			
Control Room		1	Speaker	Realistic			
Playback		1	Hi-8 Record Deck	Sony	EVC-200	AK8VEC200	
Playback		1	1/2" VHS Deck	Panasonic	AG-1320	J7KN05458	
Playback		1	1/2" VHS Deck	Panasonic	AG-1320	J7KN01117	
Playback		1	3/4" Record Deck	Sony	VP-9000/7020	15551	
Playback		1	Video Switcher	Videotek	RS-10A	"on bottom"	
Playback		1	Programming Event Switcher	Leightronix	PROS	P80564	
Playback		1	monitor	Panasonic	CT-1384VY		Tops. CBB
Playback		4	interface cables	Leightronix			
Playback		1	Color Monitor	Sony	CVM1271	2016931	
Playback		1	Color Monitor	Panasonic	Proline 1389		
Playback		1	Color Monitor	Sony	PVM 1211F		
Studio		1	B & W Preview Monitors (4)	Sony	PVM411	17084	
Studio		1	Intercom Headsets	Clear Com		514193	
Playback	133	1	DV Deck	Panasonic	AG-DV2500P		?
Control Room	134	1	2 Bay B/W Monitor	Panasonic	WB-5362		?
Control Room	135	1	Video Switcher	Panasonic	WJ-225R		?
Control Room	136	1	UPS	Triplite			?
Studio	137	10	Various Lights				
Playback	138	1	Hi-8 Record Deck	Sony	EV09800		duplicate?

- Town of Boxford Cable Television Renewal License -

Playback	BS-1	1	Tripods	Bogen	3179	N/A	
back	BS-2	1	Tripods	Bogen	3179	N/A	
back	RR-1	1	Tripods	Bogen	3179	N/A	
Rick Rivers	RR-1	1	Hi-8 Camera, bag, batt, tripod	Sony	CCD-TR940	18401	
Spofford	SP-1	1	VHS 1/2" Deck	JVC	BR7700U	15511368	
Spofford	SP-10	1	Color Monitor	Sony	PVM-1380	5001230	
Spofford	SP-11	1	Tripods	Bogen	3068	N/A	
Spofford	SP-12	1	VHS Reporter Camcorder	Panasonic	AG-180	IOHB00421	
Spofford	SP-2	1	VHS 1/2" Deck	JVC	BR8600U	12519887	
Spofford	SP-3	1	Edit Control Unit	JVC	RMG 810U		
Spofford	SP-4	1	VHSC Camcorder	Panasonic	Omni Movie	18WA18361	
Spofford	SP-5	1	VHS Camcorder	Panasonic	PV4200		
Spofford	SP-6	6	Camcorder Batteries	Pro Battery Inc.	NP-1A	N/A	
Spofford	SP-7	1	Mike Mixer	Shure	M267	N/A	
Spofford	SP-8	1	Hi-8 Camera, bag, batt, tripod	Sony	CCD-TR940	20538	
Spofford	SP-9	1	Color Monitor	Sony	PVM-1380	2007421	
Town Hall	TH-1	1	Tripods	Bogen	3046	N/A	
Town Hall	TH-10	1	Modulator	CADCO	M369	CBB	
Town Hall	TH-11	1	VHS VCR	Zenith		CBB	
Town Hall	TH-12	1	Monitor	Sony	Trinitron	CBB	
Town Hall	TH-2	1	Color Monitor	Panasonic	Proline		
Town Hall	TH-3	1	SVHS Camcorder	Panasonic	456 ProLine	L7HB00573	L7HB00479
Town Hall	TH-4	7	Hand Mikes	Shure	SM58		
Town Hall	TH-5	1	Mike Mixer	Shure	SCM810	N/A	
Town Hall	TH-6	1	Headphone	Sony	7502		
Town Hall	TH-7	7	Table Mike Stands				
Town Hall	TH-8	1	Char Gen	Aavelin	Magic Box		
Town Hall	TH-9	1	Modulator	CADCO	M369	Live Camera	
Studio		various	Audio/Video Cable Set	Misc			
io		1	Hi-8 Record Deck		EVO9800		

RR-nn Rick Rivers has  
BS-nn Brad Sweet has  
SP-nn Assigned to Spofford School; have  
not been able to confirm; assuming  
they still have possession of  
TH-nn Town Hall has possession of

**EXHIBIT 9**

**ORINATION LOCATIONS**

**Public School Buildings:**

Cole School

Spofford School

Masconomet Regional Jr. & Sr. High School

**Municipal Buildings:**

New Town Hall – 7A Spofford Rd

Community Center

Police/Communications Stations

East Library

Lincoln Hall

## EXHIBIT 10

### 207 CMR 10.00

#### 10.01: Billing Practices Notice

- (1) Every cable television operator shall give written notice of its billing practices to potential subscribers before a subscription agreement is reached. Such notice shall include practices relating to the frequency and timing of bills, payment requirements necessary to avoid account delinquency, billing dispute resolution procedures and late payment penalties.
- (2) A copy of the cable television operator's billing practices notice, work order and sample subscriber bill shall be filed by March 15th of each year with the Commission, the issuing authority, and the company's local office, where they shall be available for public inspection. If an operator amends its billing practices notice, work order or subscriber bill after submitting the annual filing, it shall file copies of the amendments with the Commission, the issuing authority and the company's local office.
- (3) At least 30 days prior to implementing a change of one of its billing practices, the cable television operator shall notify in writing the Commission, the issuing authority and all affected subscribers of the change and include a description of the changed practice.
- (4) Statements about billing practices in work orders, marketing, materials and other documents shall be consistent with the billing practices notice.

#### 10.02: Services, Rates and Charges Notice

- (1) The cable television operator shall give notice of its services, rates and charges to potential subscribers before a subscription agreement is reached.
- (2) At least 30 days prior to implementing an increase in one of its rates or charges or a substantial change in the number or type of programming services, the operator shall notify, in writing, the Commission, the issuing authority and all affected subscribers of the change and include a description of the increased rate or charge. The notice shall list the old and new rate or charge and, if applicable, the old and new programming services provided.
- (3) Every cable television operator shall fully disclose in writing all of its programming services and rates, upon request from a subscriber.
- (4) Every cable television operator shall fully disclose in writing all of its charges for installation, disconnection, downgrades and upgrades, reconnection, additional outlets, and rental, purchase and/or replacement due to damage or theft of equipment or devices used in relation to cable services, upon request from a subscriber.
- (5) Every cable television operator shall provide written notice of the charge, if any, for service visits and under what circumstances such charge will be imposed, upon request from a subscriber.
- (6) A copy of the cable operator's programming services, rates and charges shall be filed by March 15th of each year with the Commission, the issuing authority and the company's local office where it shall be made available for public inspection. If an operator amends its notice after the annual filing, it shall file a copy of the amendment with the Commission, the issuing authority and the company's local office.
- (7) A cable operator shall not charge a subscriber for any service or equipment that the subscriber has not affirmatively requested by name. This provision, however, shall not preclude the addition or deletion of a specific program from a service offering, the addition or deletion of specific channels from an existing tier of service, or the restructuring or division of existing tiers of service that do not result in a fundamental change in the nature of an existing service or tier of service.

#### 10.03: Form of Bill

- (1) The bill shall contain the following information in clear, concise and understandable language and format:
  - (a) The name, local address and telephone number of the cable television operator. The telephone number shall be displayed in a conspicuous location on the bill and shall be accompanied by a statement that the subscriber may call this number with any questions or complaints about the bill or to obtain a description of the subscriber's rights under 207 CMR 10.07 in the event of a billing dispute;
  - (b) the period of time over which each chargeable service is billed including prorated periods as a result of

establishment and termination of service;

- (c) the dates on which individually chargeable services were rendered or any applicable credits were applied;
  - (d) separate itemization of each rate or charge levied or credit applied, including, but not be limited to, basic, premium service and equipment charges, as well as any unit, pay-per-view or per item charges;
  - (e) the amount of the bill for the current billing period, separate from any prior balance due;
  - (f) The date on which payment is due from the subscriber.
- (2) Cable operators may identify as a separate line item of each regular subscriber bill the following:
- (a) The amount of the total bill assessed as a franchise fee and the identity of the Issuing authority to whom the fee is paid;
  - (b) The amount of the total bill assessed to satisfy any requirements imposed on the cable operator by the franchise agreement to support public, educational, or governmental channels or the use of such channels;
  - (c) The amount of any other fee, tax, assessment, or charge of any kind imposed by any governmental authority on the transaction between the operator and the subscriber. In order for a governmental fee or assessment to be separately identified under 207 CMR 10.03, it must be directly imposed by a governmental body on a transaction between a subscriber and an operator.
- (3) All itemized costs shall be direct and verifiable. Each cable operator shall maintain a document in its public file which shall be available upon request, that provides the accounting justification for all itemized costs appearing on the bill.

#### **10.04: Advance Billing and Issuance of Bill**

- (1) In the absence of a license provision further limiting the period of advance billing, a cable operator may, under uniform nondiscriminatory terms and conditions, require payment not more than two months prior to the last day of a service period.
- (2) A cable subscriber may voluntarily offer and a cable operator may accept advance payments for periods greater than two months.
- (3) Upon request, a cable television operator shall provide subscribers with a written statement of account for each billing period and a final bill at the time of disconnection.

#### **10.05: Billing Due Dates, Delinquency, Late Charges and Termination of Service**

- (1) Subscriber payment is due on the due date marked on the bill, which shall be a date certain and in no case a statement that the bill is due upon receipt. The due date shall not be less than five business days following the mailing date of the bill.
- (2) A subscriber account shall not be considered delinquent unless payment has not been received by the company at least 30 days after the bill due date.
- (3) The following provisions shall apply to the imposition of late charges on subscribers:
  - (a) A cable television operator shall not impose a late charge on a subscriber unless a subscriber is delinquent, the operator has given the subscriber a written late charge notice in a clear and conspicuous manner, and the subscriber has been given at least eight business days from the date of delinquency to pay the balance due.
  - (b) A charge of not more than 5 percent of the balance due may be imposed as a one-time late charge.
  - (c) No late charge may be assessed on the amount of a bill in dispute.
- (4) A cable television operator shall not terminate a subscriber's service unless the subscriber is delinquent, the cable operator has given the subscriber a separate written notice of termination in a clear and conspicuous manner, and the subscriber has been given at least eight business days from the mailing of the notice of termination to pay the balance due. A notice of termination shall not be mailed to subscribers until after the date of delinquency.
- (5) A cable television operator shall not assess a late charge on a bill or discontinue a subscriber's cable television service solely because of the nonpayment of the disputed portion of a bill during the period established by 207 CMR 10.07 for registration of a complaint with the operator or during the process of a dispute resolution mechanism recognized under 207 CMR 10.07.
- (6) Any charge for returned checks shall be reasonably related to the costs incurred by the cable company in processing such checks.

#### **10.06: Charges for Disconnection or Downgrading of Service**

- (1) A cable television operator may impose a charge reasonably related to the cost incurred for a downgrade of service, except that no such charge may be imposed when:

- (a) A subscriber requests total disconnection from cable service; or
- (b) A subscriber requests the downgrade within the 30 day period following the notice of a rate increase or a substantial change in the number or type of programming services relative to the service (s) in question.
- (2) If a subscriber requests disconnection from cable television service prior to the effective date of an increase in rates, the subscriber shall not be charged the increased rate if the cable television operator fails to disconnect service prior to the effective date. Any subscriber who has paid in advance for the next billing period and who requests disconnection from service shall receive a prorated refund of any amounts paid in advance.

#### **10.07: Billing Disputes**

- (1) Every cable television operator shall establish procedures for prompt investigation of any billing dispute registered by a subscriber. The procedure shall provide at least 30 days from the due date of the bill for the subscriber to register a complaint. The cable television operator shall notify the subscriber of the result of its investigation and give an explanation for its decision within 30 working days of receipt of the complaint.
- (2) The subscriber shall forfeit any rights under 207 CMR 10.07 if he or she fails to pay the undisputed balance within 30 days.
- (3) Any subscriber in disagreement with the results of the cable television operator's investigation shall promptly inquire about and take advantage of any complaint resolution mechanism, formal or informal, available under the license or through the issuing authority before the Commission may accept a petition filed under 207 CMR 10.07(4).
- (4) The subscriber or the cable television operator may petition the Commission to resolve disputed matters within 30 days of any final action. Final action under 207 CMR 10.07(3) shall be deemed to have occurred 30 days after the filing of a complaint.
- (5) Upon receipt of a petition, the Commission may proceed to resolve the dispute if all parties agree to submit the dispute to the Commission and be bound by the Commission's decision and the Commission obtains a statement signed by the parties indicating that agreement. In resolving the dispute, the Commission may receive either written or oral statements from the parties, and may conduct its own investigation. The Commission shall then issue a decision based on the record and the parties shall receive written notification of the decision and a statement of reasons therefor.

#### **10.08: Security Deposits**

- (1) A cable operator shall not require from any cable subscriber a security deposit for converters or other equipment in excess of the cost of the equipment.
- (2) The cable operator shall pay interest to the cable subscriber at a rate of 7% per year for any deposit held for six months or more, and such interest shall accrue from the date the deposit is made by the cable subscriber. Interest shall be paid annually by the cable operator to the cable subscriber, either as a direct payment or as a credit to the cable subscriber's account.
- (3) Within 30 days after the return of the converter or other equipment, the cable operator shall return the security deposit plus any accrued interest to the cable subscriber, either as a direct payment or as a credit to the cable subscriber's account.



## EXHIBIT 11

### FCC CUSTOMER SERVICE OBLIGATIONS

TITLE 47--TELECOMMUNICATION  
CHAPTER I--FEDERAL COMMUNICATIONS COMMISSION  
PART 76--CABLE TELEVISION SERVICE  
Subpart H--General Operating Requirements

#### Sec. 76.309 Customer Service Obligations

(a) A cable franchise authority may enforce the customer service standards set forth in paragraph (c) of this section against cable operators. The franchise authority must provide affected cable operators ninety (90) days written notice of its intent to enforce the standards.

(b) Nothing in this rule should be construed to prevent or prohibit:

(1) A Issuing authority and a cable operator from agreeing to customer service requirements that exceed the standards set forth in paragraph (c) of this section;

(2) A Issuing authority from enforcing, through the end of the franchise term, pre-existing customer service requirements that exceed the standards set forth in paragraph (c) of this section and are contained in current franchise agreements;

(3) Any State or any Issuing authority from enacting or enforcing any consumer protection law, to the extent not specifically preempted herein; or

(4) The establishment or enforcement of any State or municipal law or regulation concerning customer service that imposes customer service requirements that exceed, or address matters not addressed by the standards set forth in paragraph (c) of this section.

(c) Effective July 1, 1993, a cable operator shall be subject to the following customer service standards:

(1) Cable system office hours and telephone availability--

(i) The cable operator will maintain a local, toll-free or collect call telephone access line which will be available to its subscribers 24 hours a day, seven days a week.

(A) Trained company representatives will be available to respond to customer telephone inquiries during normal business hours.

(B) After normal business hours, the access line may be answered by a service or an automated response system, including an answering machine. Inquiries received after normal business hours must be responded to by a trained company representative on the next business day.

(ii) Under normal operating conditions, telephone answer time by a customer representative, including wait time, shall not exceed thirty (30) seconds when the connection is made. If the call needs to be transferred, transfer time shall not exceed thirty (30) seconds. These standards shall be met no less than ninety (90) percent of the time under normal operating conditions, measured on a quarterly basis.

(iii) The operator will not be required to acquire equipment or perform surveys to measure compliance with the telephone answering standards above unless an historical record of complaints indicates a clear failure to comply.

(iv) Under normal operating conditions, the customer will receive a busy signal less than three (3) percent of the time.

(v) Customer service center and bill payment locations will be open at least during normal business hours and will be conveniently located.

(2) Installations, outages and service calls. Under normal operating conditions, each of the following four standards will be met no less than ninety-five (95) percent of the time measured on a quarterly basis:

(i) Standard installations will be performed within seven (7) business days after an order has been placed.

"Standard" installations are those that are located up to 125 feet from the existing distribution system.

(ii) Excluding conditions beyond the control of the operator, the cable operator will begin working on "service interruptions" promptly and in no event later than 24 hours after the interruption becomes Known. The cable operator must begin actions to correct other service problems the next business day after notification of the service problem.

(iii) The "appointment window" alternatives for installations, service calls, and other installation activities will be

either a specific time or, at maximum, a four-hour time block during normal business hours. (The operator may schedule service calls and other installation activities outside of normal business hours for the express convenience of the customer.)

(iv) An operator may not cancel an appointment with a customer after the close of business on the business day prior to the scheduled appointment.

(v) If a cable operator representative is running late for an appointment with a customer and will not be able to keep the appointment as scheduled, the customer will be contacted. The appointment will be rescheduled, as necessary, at a time that is convenient for the customer.

(3) Communications between cable operators and cable subscribers--

(i) Notifications to subscribers--

(A) The cable operator shall provide written information on each of the following areas at the time of installation of service, at least annually to all subscribers, and at any time upon request:

(1) Products and services offered;

(2) Prices and options for programming services and conditions of subscription to programming and other services;

(3) Installation and service maintenance policies;

(4) Instructions on how to use the cable service;

(5) Channel positions programming carried on the system; and,

(6) Billing and complaint procedures, including the address and telephone number of the local franchise authority's cable office.

(B) Customers will be notified of any changes in rates, programming services or channel positions as soon as possible in writing. Notice must be given to subscribers a minimum of thirty (30) days in advance of such changes if the change is within the control of the cable operator. In addition, the cable operator shall notify subscribers thirty (30) days in advance of any significant changes in the other information required by paragraph (c)(3)(i)(A) of this section. Notwithstanding any other provision of Part 76, a cable operator shall not be required to provide prior notice of any rate change that is the result of a regulatory fee, franchise fee, or any other fee, tax, assessment, or charge of any kind imposed by any Federal agency, State, or Issuing authority on the transaction between the operator and the subscriber.

(ii) Billing--

(A) Bills will be clear, concise and understandable. Bills must be fully itemized, with itemizations including, but not limited to, basic and premium service charges and equipment charges. Bills will also clearly delineate all activity during the billing period, including optional charges, rebates and credits.

(B) In case of a billing dispute, the cable operator must respond to a written complaint from a subscriber within 30 days.

(iii) Refunds--Refund checks will be issued promptly, but no later than either--

(A) The customer's next billing cycle following resolution of the request or thirty (30) days, whichever is earlier, or

(B) The return of the equipment supplied by the cable operator if service is terminated.

(iv) Credits--Credits for service will be issued no later than the customer's next billing cycle following the determination that a credit is warranted.

(4) Definitions--

(i) Normal business hours--The term "normal business hours" means those hours during which most similar businesses in the community are open to serve customers. In all cases, "normal business hours" must include some evening hours at least one night per week and/or some weekend hours.

(ii) Normal operating conditions--The term "normal operating conditions" means those service conditions which are within the control of the cable operator. Those conditions which are not within the control of the cable operator include, but are not limited to, natural disasters, civil disturbances, power outages, telephone network outages, and severe or unusual weather conditions. Those conditions which are ordinarily within the control of the cable operator include, but are not limited to, special promotions, pay-per-view events, rate increases, regular peak or seasonal demand periods, and maintenance or upgrade of the cable system.

(iii) Service interruption--The term "service interruption" means the loss of picture or sound on one or more cable channels.

**EXHIBIT 12**

**CABLE DIVISION FORM 500**

(To Be Attached)

# Form 500 Complaint Data - Paper Filing

City/Town:

Cable Company:

Filing Year:

Address:

Number of Subscribers:

Address:

Contact:

Phone:

E-Mail:

Average Resolution Time:

<1> Less than 1 Day, <2> 1-3 Days, <3> 4-7 Days, <4> 8-14 Days, <5> 15-30 Days, <6> >30 Days

Manner of Resolution:

A. Resolved to the satisfaction of both parties., B. Resolved, customer dissatisfied., C. Not Resolved.

	Total Complaints	Avg. Resolution Time (see code above)	Manner of Resolution (see code key above for the manner represented by the letters below) The number below each letter indicates the number of complaints resolved in that manner.		
			A.	B.	C.
Advertising/Marketing					
Appointment/Service call					
Billing					
Customer Service					
Defective Notice					
Equipment					
Installation					
Reception					
Service Interruption					
Unable to Contact					
Failure to Respond to Original Complaint					
Other:					

# Form 500 Service Interruption Data - Paper Filing

City/Town:

Cable Company:

Filing Year:

Address:

Address:

Number of Subscribers:

Contact:

Phone:

E-Mail:

Average Resolution Time:

<1> Less than 1 Day, <2> 1-3 Days, <3> 4-7 Days, <4> 8-14 Days, <5> 15-30 Days, <6> >30 Days

Date Service Interruption Begin

Average Resolution Time: (see Code Key above)

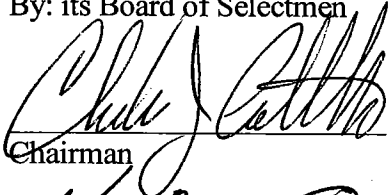
Estimated # of Subscribers Affected

**SIGNATURE PAGE**

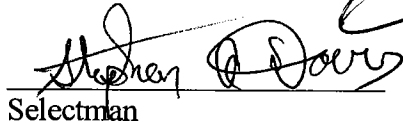
In Witness Whereof, this Cable Television Renewal License is hereby issued by the Board of Selectmen of the Town of Boxford, Massachusetts, as Issuing Authority, and all terms and conditions are hereby agreed to by Comcast of Massachusetts I, Inc., this 27<sup>th</sup> day of June, 2005.

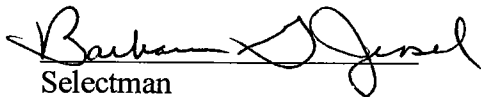
**TOWN OF BOXFORD**

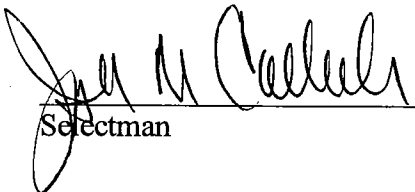
By: its Board of Selectmen

  
Chairman

  
Selectman

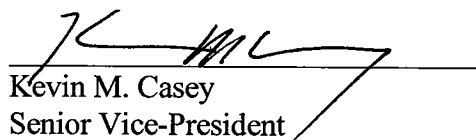
  
Selectman

  
Selectman

  
Selectman

**COMCAST OF MASSACHUSETTS I, INC.**

By:

  
Kevin M. Casey  
Senior Vice-President